

Exhibit S

Exhibit S Complaint Log - Illinois Telecommunications Access Corporation

Attached are the complaint logs as filed by ITAC with the FCC for the years 2002-2006



Illinois Telecommunications Access Corporation
3001 Montvale Drive • Suite D • Springfield, Illinois 62704
V/TTY 800-841-6167 • V/TTY 217-698-4170
FAX: 217-698-0942

June 26, 2003

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-A325
Washington, DC 20554

Subject: Illinois TRS
Complaint Log Summaries from 6/1/2002 thru 5/31/2003
Sprint Relay Provider

Dear Ms. Dortch:

Enclosed for filing with the FCC is the following originals plus four copies of:

- Attachment 1. Complaint Tracking for Illinois (complaint log), including the number of complaints received, nature of the complaint, date of resolution and explanation of resolution.
- Attachment 2. Summary Log of Complaint Tracking for Illinois
- Attachment 3. Annual Tally Report for Illinois
- 3.5 diskette of Complaint Tracking for Illinois in "read only".

An electronic copy of the above report was also sent to Erica Myers at emyers@fcc.gov.

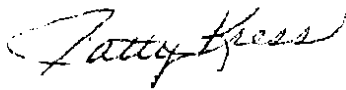
Contacts for Illinois Relay are:

Bill Stricklen, Sprint Account Manager
2055 West Iles, #7, Springfield, IL 62705
Phone: 217.698.5520 TTY

Ms. Marlene Dortch
FCC – TRS Complaint Log Filing
Page 2 of 2

Trudy Snell, Executive Director
Patty Kress, Administrative Manager
Illinois Telecommunications Access Corporation
3001 Montvale Drive, Suite D, Springfield, IL 62704
Phone: 800.841.6167 V/TTY

Sincerely,

A handwritten signature in cursive script, appearing to read "Patty Kress".

Patty Kress
Administrative Manager

Enclosures

cc: Erica Myers, FCC, Consumer and Governmental Affairs Bureau
445 12th Street, SW, Room 6-A432, Washington, DC 20554

July 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2006	07/02/02	3	Asked if CA had read all the customer notes. CA typed (one moment please) looked over the notes and typed back that the CA had now read all the notes. CA typed "not read" instead of "now read". VCO was mad calling CA rude and even with clarification stating that the notes were read wanted another CA to place the call. VCO did not want this CA who 'refused to read the customer notes' and then, "ji=ust wanted the number to call". CA typed (please repeat).	07/02/02	I apologized for the inconvenience and found another CA to take the call. The previous CA did admit to the typo and tried to type back to the VCO that the notes were indeed read. Contrary to the VCO stating that the CA just wanted the number to call--there was no indication or type send to the VCO for this info. Ca felt that one type caused ill feelings even after an attempted clarification.
2006	07/02/02	17			
3137G	07/03/02	21	Customer comments: I just tried to place a relay call and CA dialed the wrong number and reached a recording that this number is no longer in service. I told her she had dialed the wrong number and asked to speak to a supervisor. I spoke to Michelle the assistant supervisor and she refused to believe that the CA dialed the wrong number. a few minutes later I placed the call again using a different operator and the call went through just fine proving that the first operator did dial the wrong number. Michelle refused to admit that the agent had dialed in error." CRS response: I thanked the customer for calling to let us know and apologized that she was not able to reach the number dialed the first time. I told her the report would be documented and sent to the call center. She does not require a contact.	07/03/02	CA 1823 was not scheduled to work today. However I am familiar with situation surrounding this particular call. It was CA 1825 who took this call. CA requested supervisor assistance and assistant supervisor Michelle was there. They verify the calling to number w/ the VCO and they both heard a response of "yes" before dialing out. Proper procedure followed.
3142G	07/04/02	21	Caller said fist CA responded to her ID then caller gave phone number to call and agent did not respond. Caller typed are you there then hung up. CS response - Apologized to the caller for the problem and let her know that a complaint would be sent. Caller did not ant to receive a call back from mgmt.	07/11/02	CA does not remember specific call but does remember on some occasions that the computer dials out slow and the caller disconnects before the ringing actually starts. Other times caller hangs up while computer is in ASCII search. CA is not one to disregard or disconnect a caller before supervisor is summoned over.

3153G	07/08/02	3	<p>Customer comments: " I asked the CA if she reviewed my instructions in my notes. I asked her twice and the second time she finally answered me and said "yes". So then I asked her to repeat the number I had given her to dial, but she did not repeat it back to me. She dialed out the wrong number so I hung up. I did not ask to speak to a supervisor but just hung up as Bill Stricklin had advise me to do when agent reaches the wrong number" CRS response: I thanked the customer for letting us know and apologized for the inconvenience. Told her I would document the concern and send it to the call center. Customer does not require a call back.</p>	07/08/02	Ca coached on responding to customers questions and instructions.
4750	07/09/02	20	<p>Customer states that he tried to make a complaint regarding another agent tot he supervisor Troy but Troy did not understand him and agent acted completely inappropriate. Wants center to train all sups and agents working with s2s better. Customer suggests that we also give alias names to s2s for them to use as most s2s customers can not write and it wold be easier to remember a name instead of a number when the customer wants to make a commendation or a complaint. Thanked customer for feedback and suggestions. Informed customer that his suggestions would be forwarded. Customer wants to be emailed back regarding his suggestion of giving alias names to s2s agents.</p>	08/15/02	<p>Emailed customer that agents cannot provide the names due to policy. Numbers are designed to pinpoint which center / agents. If he had any further question I let him know he could contact an acct mgr.</p>
2014	07/09/02	17	<p>He reached a TTY answering mach. The CA started typing his message and he was upset because he wanted to erase the message and start over. The CA told him that was not possible. He said he was unaware of the fact that he reached an answering mach and "I know how things work over there it isn't sent until your done". He also wanted the message he left read back to him the CA told him that info was no longer available and he felt like the CA was being rude. I apologized and told him that unfortunately once the message has been left there is no way for us to go back and erase it and that once the call ends the CA no longer has the info to repeat back. I apologized and told him I would write up a complaint.</p>	07/09/02	CA followed procedure.

2016	07/10/02	17	VCO upset with a relay operator who was "very stupid-disgusting" Said the operator called at 7am today. Called her and said (vulgarity and was going to "fix you." Did not get operator #. Apologized for her trouble but thanked the VCO for bringing this to my attention. Told her we do need operator # but would still fwd her complaint on to appropriate supervisor. No follow up needed.	07/10/02	No agent # was given as well as no customer name.
3159G	07/10/02	3	Agent dialed the wrong number. Caller was upset because she gets billed for every call she makes regardless if local or LD. I apologized to the caller for the agent error and let her know that a complaint would be filed. Caller did not request a follow up call from mgmt.	08/22/02	Ca did not dial wrong number. CA is excellent agent. Supervisor satisfied that CA was correct.
6938	07/10/02	21	VCO caller was very agitated because agent did not automatically redial. Agent followed correct procedure. She did not have VCO say to continue redialing. I apologized for the inconvenience. VCO asked for different agent I got different agent.	07/21/02	Agent was asked did you read all the customer notes. Agent said yes Dialed #. Line was busy. Agent typed line was busy GA No notes indicated to redial nor did the customer ask agent to redial. Not agent error.
3163G	07/11/02	0	Caller said she asked agent if he had read her notes. Agent did no respond. She waited from 6:36p to 6:38p and then hung up. She said she had been told the agent should answer within 2 minutes. Caller felt the agent should respond to let her know what is going on. I apologized to the caller for the problem. She requested a call back from the acct manager on why this is happening.	07/12/02	I assisted agent with this call. Agent explained he was not receiving a response from the caller. I prompted him to ask for the # calling and there was no response two times. After 3 minutes I instructed agent to release the call due to no response. After he released it he explained that the caller asked him to read the notes. He attempted to respond by voicing to the customer. Customer did not hear, nor did she respond when I instructed agent on proper VCO procedure. He is new and may require some supplement training on VCO procedures. Attempted to contact customer 7/16 -no answer, 7/17 - no answer, 7/22 - no answer. Closed. Bill Stricklen

3164F	07/11/02	17	I asked the agent to dial directory assistance. After he dialed I asked him did you dial 630 area code number? The agent would not answer me yes or no but said the CA is not involved with the call. I asked him again and told him you must answer me yes or no because NJ is not 630 and you dialed a wrong number. Customer states that she wanted NJ directory assistance. RCS: Rep explained to the customer that the agent would always dial directory assistance for the local area unless told to do otherwise. Rep asked if the customer had let the agent know that she was wanting the directory assistance to NJ? The customer hung up on the CRS rep.	07/17/02	CA was coached and told that it is acceptable to tell the customer what number was dialed or to repeat the number given by the customer back to them before dialing out.
2025	07/12/02	5	Customer wanted CA to receive a complaint. Indicated she hung up on me. I apologized for the inconvenience and asked her when this occurred. She told me "you're not listening to me. CA just disconnected me. I apologized again informed I'd write up a complaint. She thanked me and disconnected. CA screen indicated no hang up. CA indicated had not hung up on her. Initial # given to CA was incorrect for dial out screen showed call went according to protocol.	07/12/02	Followed up with this CA. CA assured me that she did not disconnect the call. ACU was there and could confirm that she did not.
5313	07/13/02	3	The VCO users notes said "VCO customer 'no background' 'Don't send 'voice now' macro only GA" The CA mistook this to mean just type GA. The VCO user asked the CA if she read the customer notes. The CA typed GA in response to the VCO users questions b/c that is what she thought the notes were telling her to do. However the VCO user took this to mean the Ca was ignoring her question. She would like to be contacted back about this.	07/30/02	CA was coached regarding proper responses towards customer's questions. Customer contacted and is satisfied with resolution.
5313	07/13/02	4			
5314	07/15/02	21	VCO customer said CA could not understand the VCO user and had to keep asking what he VCO user said. Also said when call was finally dialed. The CA did a bad job of relaying answering mach recording. The VCO user is a little hard to understand but not bad. I thanked the customer for the feedback.	07/15/02	Ca recalls this call. Ca understood VCO clearly and upon receiving the calling to # Ca reached a recording message which was relayed verbatim. VCO then instructed the Ca to dial the number given to which an answering mach was reached. CA felt that this may be a problem so I came on and assisted CA w/ this call. CA followed proper procedure.
6017X	07/19/02	3	VCO customer told agent to ask for " " ... Agent cut the whole recording - let it disconnect and told customer recording GA Apologized to the customer.	07/19/02	Told agent when they ask for someone you do not need to type out recording just keep customer informed.

2047	07/22/02	3	VCO was upset that CA did not repeat # to dial after VCO asked her to. I apologized for the inconvenience and told VCO this would be discussed with CA and supervisor. VCO requested call back. VCO was satisfied and disconnected.	07/24/02	According to CA VCO has provided the number and said repeat then provided the number again and said repeat, GA CA thought the VCO was repeating the number again and placed the call. In hindsight CA realized that the VCO was also asking CA to repeat the number even though there was no indication that the request was made directly to the CA. CA was coached to repeat regardless.
6021X	07/22/02	26	Daughter of customer called in to complain that is a TTY user and constantly get garbling on line when trying to get a call processed through relay. Almost every call. Problem has been going on for awhile. Supervisor apologized for the problem and said he would have tech check into it. Then the supervisor would call the customer back.		Sprint Tech rather than the supervisor spoke with the daughter of the customer. HE suggested that they change a few things with their TTY. One change the batteries. We have seen bad batteries causing garbling even though the unit was plugged into the wall. Second, try a different jack in the house, she said she always uses the same jack. She also said this is mostly a problem when she calls into Relay not when people call her. she said she was not using turbo but it could still be option to double check with them if they continue to have problems.
4786	07/22/02	29	Customer concerned that the computer at Relay did not turn the VCO on in time. Call came into station as branded VCO. The computer sent the greeting and GA. The customer voiced but the agent only heard the end of her instructions. Told customer would have tech look at station. TROUBLE TICKET 1000301913. Customer wants a call back.	08/07/02	TROUBLE TICKET results - Problem is with customer equipment on their premises. Ticket should not have been routed to us per supervisor. No action. Attempted to contact customer on 7/24 - no answer, 8/5 - no answer, 8/7 - no answer.
2053	07/24/02	5	Customer stated that CA called them names said they were slow and hung up on them. However customer did not remember CA#. I thanked the customer for bringing this to our attention.	07/24/02	No follow up necessary. No CA ID #.
2053	07/24/02	17			
5317	07/24/02	21	Customer stated that operator spoke very fast and unclear. Operator was mumbling throughout msg. Apologized to customer for inconvenience and assured customer this matter would be looked into.	08/15/02	TL spoke to CA. CA remembers call. Ca said she never mumbles -Ca is usually articulate. TL asked that CA remember to speak clearly on all calls.

8925	07/24/02	3	<p>Customer wanted CA to repeat # requested to dial out but Ca didn't. CA just dialed out. CA asked ACU how would she repeat # to dial when person was deaf ACU told her to about of dial bar use Alt V then type # back to customer. Also customer called doctor's office and while on hold CA asked if customer wanted to continue to hold which upset the customer. Customer wants follow up. Let customer know ACU understood her Concerns and ACU would document info to fwd to CA' mgr. Customer supplied phone number for follow up.</p>	07/24/02	<p>Ca coached regarding use of tab in order to allow her to type to customer. Pressing comp allowed the phone number to be shown. This will not occur again. CA now understands that TAB would allow her to type # to VCO customer. Ca asked VCO customer if they wanted to continue to hold be cause of time. OB already had them on hold for long length of time. The Ca was giving the customer the opportunity to continue or hang up. CA was again coached on call procedures. Ca is to hold until customer informs otherwise. Attempted to contact the customer 7/24 no answer, 8/5 no answer, 8/7 no answer. Unable to reach customer, case closed.</p>
2056	07/25/02	4	<p>VCO customer quite upset that CA did not answer her question with a yes or a no. Customer asked if CA had read her notes. CA sent number u r calling pls. Customer upset that is an issue w/ several CA's at all centers. She has talked to acct manager Bill Stricklen about this in past and intends to do so again. I apologized for the frustration assured her that the CA had read notes and asked if she wished to place a call. Customer gave more dial info for next call. I told customer I would turn call to CA and would observed process until call dialed out. Customer accepted and new call placed properly. I informed caller I would pass concern to the acct manager as well.</p>	07/25/02	<p>Met with CA. She states the customer had lengthy customer notes. As soon as call came in the caller asked if notes were read. CA fully read notes then asked caller for the # to dial. CA coached to send one moment please when reading lengthy notes and then confirm the notes were read before asking for a dial #.</p>
2064	07/27/02	6	<p>The TTY user was very upset with the number of typos during call. Some of the words made no sense at all. The voice conversation was not typed verbatim and the CA inserted the name, "Krista" and this caused a lot of problems between the callers. The voice person was very angry and upset because the CA created a big problem. Both callers were given apologies for the inconvenience this caused and were told the Ca would be coached on process so this problem does not happen again. Both callers were also thanked for their time and patience.</p>	08/02/02	<p>CA had trouble understanding the voice person with a strange accent. CA does recall several typos however unable to correct it.</p>
2064	07/27/02	7			
2064	07/27/02	9			

3210G	07/28/02	21	When the customer called in there was no response from relay. CA was taking over another call and when there was finally a response she asked for a supervisor. When the supervisor came on the line she asked what the problem was and the customer asked for her name. It took supervisor a while to give her name. After the customer told the supervisor what the problem was the supervisor (Marta) did not say anything more than she would talk to the CA. She did not say anything about if the customer would like to register a complaint. Apologized to the customer let her know I would write a complaint up and fwd it to the appropriate center. Does request follow-up with resolution.	07/30/02	This is the same incident that is noted on tracking #5320. Ca was coached regarding proper responses toward customers questions. Supervisor followed correct procedures here. Contacted customer and she is satisfied.
5320	07/28/02	3	VCO IB asked CA if they read the COB notes. Ca did quickly receive the several notes then sent ALT 2 to proceed with the call. VCO was angry at CA and asked for a supervisor. VCO wanted to know why CA did not answer yes to their question. I advised VCO I would talk to the CA as to why and also educate them further. I did coach the CA after I got off the customer contact. VCO expected me to ask the CA right then and relay their answer but CA is relieved by supervisor to take other calls and I advised VCO of that. VCO now angry with supervisor as VCO says all other supervisor do this for them and VCO hung up before I could respond to that.	07/30/02	This is the same complaint (incident) that is note on tracking # 3210G. CA was coached regarding proper response toward customers questions. Supervisor followed correct procedure here. Contacted customer and customer satisfied.
5320	07/28/02	4			
3211G	07/29/02	0	Customer called in stating that on an incoming call she answered the call and waited and waited for a response from relay. After a couple minutes she finally got the greeting from CA. Apologized for the inconvenience let her know that I would fwd to the appropriate center. Customer does want contact with resolution.	08/08/02	Coached agent on VCO calls. 8/15 returned call to customer and let customer know agent was coached on VCO call processing procedures. No further follow up needed.
4812	07/30/02	21	When CA turned on VCO she heard nothing. Customer complained that she CA did not understand her. Noted possible technical difficulties. Apologized to the customer and asked if anything else I could do for her. Customer wants a follow up.	08/01/02	Spoke with CA. CA stated that VCO caller started to talk before 'GA'. CA tried to relay but no response. I made 3 attempts to get hold of the VCO caller but no answer.

3221G	07/31/02	5	Customer sales that she gave the agent the number to dial and she could hear that they did reach someone on the other end but the agent hung up the call. She never got the chance to complete her call. She waited a while and the agent never came back on the line to explain to her what happened. RCs response: Thanked the customer for letting us know and assured that we would send in a complaint so that the issue could be investigated further. The customer did not request a call back.	08/01/02	CA was coached to keep the customer informed at all times.
2072	07/31/02	3	CA dialed DA and did not record directory info so the number the caller was requesting was not gotten. The customer was very upset because a redial would cost him money. He wanted to know why the CA could not get the number the first time. And he felt since it was CA error he should not be charged for it. I apologized to the customer for the inconvenience and assured the caller the CA would be coached on the correct procedures for this type of call. I thanked them for their time and patience and offered to place the call at no charge to them through the automatic free redial feature.	08/02/02	CA was coached to utilize recording button if necessary even on DA calls. CA thought there wouldn't be any recorded message from DA.
2072	07/31/02	4			
2072	07/31/02	6			
2072	07/31/02	7			
2072	07/31/02	15			
3220G	07/31/02	21	Customer stated that she was trying to reach ATT Broadband and that she calls them all the time through relay. When calling this time the agent said that the call could not be reached from the customer's calling area. The customer said that she calls this number all the time and thought the agent may have mis-dialed and asked for a supervisor. Agent 6206M came on as the supervisor in charge and the customer said this agent was very rude and refused to place the call. I apologized to the customer and suggested that we try calling the number from CS dept. Got the relay on the line and asked the agent to dial the number and the call went through fine. Rep then let the customer know the we would certainly turn in a complaint on the problem so that it would be investigated further and thanked her for letting us know. No contact required.	08/15/02	Customer gave agent wrong number. 800 not 877 as noted above. I asked customer were they sure it was 800 not 877. I didn't refuse to place the call customer never gave a correct number to dial.

3218G	07/31/02	11	VCO caller reports that agent did not open VCO line when she answered the phone. VCO asked why she took so long and agent responded that it took her a little time before opening the VCO line. VCO also needed to ask agent for her ID number because agent did not provide that info. Apologized for the problem and advised complaint would be forwarded to supervisor. Customer requests contact from mgmt.	07/31/02	VCO answered 'hello go ahead' Agent sent LAT 5 and gender but VCO continued talking so agent hit f-9 so voice could hear VCO and processed call from there. Voice inbound hung up agent sent 'person hung up to VCO and VCO asked for agent number but call timed out before agent could respond. Called customer 3x line was busy.
4766	07/18/02	20	Most S2S CA's need more training they don't stay focused on the content / context of calls they are relaying and therefore don't understand what speech disabled customer is saying they get confused with the concept of confidentiality - which customer acknowledges is a very important concept of relay - but most agents take that too far is s2s and don't pay close attention to context. Customer also suggested that all s2s agents be assigned fictitious names in lieu of CA number id's. most s2s customers cannot write and have hard time remembering id #'s. For complaints and commendations names would be easier to remember. I thanked the customer for his very valuable feedback and insights. This info will be fwd to training supervisor customer also has a training background and offered to assist with s2s trig o a consulting basis. This will be fwd to acct manager for info. customer wants follow up contact about his suggestions.	08/15/02	Emailed him and thanked for his suggestions in regards about the names of agents.

Attachment # 2

Summary Log for June 1, 2002 – May 31, 2003 Illinois Relay

For the period of June 1, 2002 through May 31, 2003, Sprint processed more than 2,288,847 outbound calls on behalf of Illinois Relay, receiving a total of 341 (< 0.001%) customer complaints. All 341 complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these 341 complaints were escalated for action to the State of Illinois or to the Federal Communications Commission.



Illinois Relay

June 2002 - May 2003

		Jun	Jul	Aug	Sep	Oct	Nov	Dec
SERVICE COMPLAINTS								
#00	Answer Wait Time	2	3	3	0	0	0	0
#01	Dial Out Time	1	0	1	2	0	0	1
#02	Didn't Follow Database Inst.	2	0	4	7	7	3	6
#03	Didn't Follow Cust. Instruct.	4	9	9	7	9	4	4
#04	Didn't Keep Customer Informed	4	5	3	5	5	1	2
#05	Agent Disconnected Caller	2	3	2	3	1	1	3
#06	Poor Spelling	0	2	0	0	0	0	0
#07	Typing Speed/Accuracy	0	2	0	1	1	0	0
#08	Poor Voice Tone	0	0	0	0	0	0	1
#09	Everything Relayed	0	1	0	0	2	1	0
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	1	2	1	1	0	0
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	1	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0
#17	Agent Was Rude	5	5	4	0	3	0	3
#18	Problem Answer Machine	0	0	0	0	0	0	0
#19	Spanish Service	0	0	0	0	0	0	0
#20	Speech to Speech	0	2	2	0	0	0	0
#21	Other Problem Type Complaint	8	8	6	8	9	3	6
TOTAL		28	42	36	34	38	13	26

TECHNICAL COMPLAINTS								
#22	Lost Branding	0	0	1	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	1	1	1
#25	Line Disconnected	0	0	2	0	0	0	0
#26	Garbled Message	1	1	1	0	0	0	0
#27	Database Not Available	0	0	0	0	1	0	0
#28	Split Screen	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	3	2	4	2	0	0	1
TOTAL		4	3	8	2	2	1	2

MISC COMPLAINTS								
#30	Rates	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	1	0	0	0
#34	Network Recording	0	0	0	0	0	0	0
#35	Other	1	0	0	0	1	1	0
TOTAL		1	0	0	1	1	1	0

TOTAL CONTACT		33	45	44	37	41	15	28
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Jan	Feb	Mar	Apr	May	TOTAL	PCT.
0	0	1	0	1	10	3%
0	0	0	0	0	5	2%
0	4	1	1	0	35	12%
4	7	4	2	3	66	22%
1	1	0	2	0	29	10%
0	3	0	2	2	22	7%
0	0	1	0	2	5	2%
0	0	2	1	0	7	2%
0	0	1	0	0	2	1%
0	0	0	1	0	5	2%
0	0	0	0	0	0	0%
2	1	0	2	1	11	4%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	1	0%
0	0	0	0	0	0	0%
3	2	1	4	1	31	11%
0	0	0	0	1	1	0%
0	0	0	0	0	0	0%
0	0	0	0	1	5	2%
2	1	2	4	2	59	20%
12	19	13	19	14	294	

0	0	0	1	0	2	5%
0	0	0	0	0	0	0%
0	1	0	1	0	5	13%
0	0	0	0	0	2	5%
1	1	0	2	0	7	18%
0	0	0	0	2	3	8%
0	0	0	0	0	0	0%
4	1	2	1	1	21	53%
5	3	2	5	3	40	

0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	1	1	0	0	2	29%
0	0	0	0	0	1	14%
0	0	0	0	0	0	0%
0	1	0	0	0	4	57%
0	2	1	0	0	7	

17	24	16	24	17	341
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- Exhibit S
Complaint Log 2003

Illinois Telecommunications Access Corporation
3001 Montvale Drive • Suite D • Springfield, Illinois 62704
V/TTY 800-841-6167 • V/TTY 217-698 4170
FAX: 217-698-0942

June 28, 2004

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Rm. TW-B204
Washington, DC 20554

Overnight Mail: Airborne

RE: Docket No. 98-67

Public Notice DA 04-1599
Released: June 2, 2004

Dear Ms. Dortch:

As directed in the above-mentioned Docket and Press Release, enclosed please find four copies of the following:

- Sprint Relay's and the State of Illinois' Annual Complaint Log, which includes the number of complaints received for the period June 1, 2003 through May 31, 2004, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution and the CapTel Complaint Log covering the period from February 1, 2004 through May 31, 2004.
- Annual Tally Report with total complaints by category.

A 3.5 diskette containing the Annual Complaint Log and Annual Tally Report is also enclosed.



PUBLIC NOTICE

Federal Communications Commission
445 12th St. S.W.
Washington, D.C. 20554

News media Information 202/ 418-0500
Fax-On-Demand 202/418-2830
TTY 202/418-2555
Internet: <http://www.fcc.gov>
<ftp.fcc.gov>

DA 04-1599
Released: June 2, 2004

CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES AND TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT THE ANNUAL SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS IS DUE THURSDAY, JULY 1, 2004

The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2004, on or before July 1, 2004.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.¹ State TRS programs should report all complaints made to the state agency, as well as those made to the state's TRS provider. TRS providers that provide interstate TRS, interstate STS, interstate Spanish relay, interstate captioned telephone relay, VRS, and IP Relay are required to submit complaint log summaries. These logs are intended to provide an early warning system to the Commission of possible service quality problems. Additionally, this information allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints and to spot national trends that may lend themselves to coordinated solutions. This information further enables states to learn how other states are resolving complaints.²

Complaint log summaries should include information pertaining to complaints received between June 1, 2003, and May 31, 2004. Complaint log summaries shall include the number of complaints received that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.³

¹ See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order and Further Notice of Proposed Rulemaking, FCC 00-56, 15 FCC Red 5140 (March 6, 2000) (*Improved TRS Order*); 47 C.F.R. §64.604 ("Mandatory Minimum Standards").

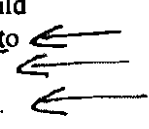
² *Id.* at ¶ 122.

³ See 47 C.F.R. § 64.604 (c)(1).

We note that according to the data presented in the state complaint log summary submissions for 2003, more than thirty million outgoing calls were placed by individuals through state relay facilities. Approximately thirty-five hundred complaints were reported that alleged a violation of one or more of the Commission's mandatory minimum standards for TRS.⁴ This number represents that less than one hundredth of a percent (.01%) of TRS calls, a statistically negligible number, resulted in an alleged violation of required service standards. This is good news for TRS users. At the same time, the complaint log summaries identified some areas where there is room for improvement. Over seventy-five percent of all complaints stemmed from the interaction between the calling party and the communications assistant. We therefore remind TRS providers and state administrators that their CAs must, among other things, be knowledgeable of TRS procedures, follow customer's instructions, and continue to keep callers informed about the progress of their call.

The complaint log summaries that have been submitted to the Commission by state TRS programs for 2002 and 2003 are currently available on the FCC website at http://www.fcc.gov/cgb/dro/trs_by_state.html. All 2004 complaint log summary submissions by state TRS programs and interstate TRS providers will also be available on this website.

States and interstate TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Tuesday, July 1, 2003. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Erica Myers, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room 6-A432, Washington, DC 20554 or by email at Erica.Myers@fcc.gov. States and interstate TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in "read-only" mode and must be clearly labeled with the State or interstate TRS provider name, the filing date and captioned "Complaint Log Summary."

Filings can be sent by hand or messenger delivery, by electronic media, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor, Natek, Inc., will receive hand-delivered or messenger-delivered paper filings or electronic media for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial and electronic media sent by overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-B204, Washington, DC 20554. 

The filings and comments will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, DC 20554. They may also be purchased from the Commission's duplicating contractor, Qualex International, Portals II, 445 12th Street, SW, Room CY-B402, Washington, DC 20554, telephone (202) 863-2893, facsimile (202) 863-2898, or via e-mail

⁴ See 47 C.F.R. § 64.604.

qualexint@aol.com. Filings and comments may also be viewed on the Consumer & Governmental Affairs Bureau, Disability Rights Office homepage at <http://www.fcc.gov/cgb/dro>.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, auto format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at 202-418-0531 (voice), 202-418-7365 (TTY). This *Public Notice* can also be downloaded in Text and ASCII formats at <http://www.fcc.gov/cgb/dro>.

For further information regarding this *Public Notice*, contact Erica Myers, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-2429 (voice), (202) 418-0464 (TTY), or e-mail Erica.Myers@fcc.gov.

- FCC -



Illinois Relay Service

June 2003 - May 2004

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS														
#00 Answer Wait Time				1									1	1%
#01 Dial Out Time			1						1				2	2%
#02 Didn't Follow Database Inst.	1			1	1								3	3%
#03 Didn't Follow Cust. Instruct.	3	4		1	2	1	3	2	1		2	1	20	19%
#04 Didn't Keep Customer Informed	1	1		1	1	1	1	2		1			9	9%
#05 Agent Disconnected Caller	2	1	4	1	2		2	4	1	1	5	2	25	24%
#06 Poor Spelling		1	2			1							4	4%
#07 Typing Speed/Accuracy	1	1	2			1							5	5%
#08 Poor Voice Tone								1					1	1%
#09 Everything Relayed							2						2	2%
#10 HCO Procedures Not Followed													0	0%
#11 VCO Procedures Not Followed				1			1						2	2%
#12 Two-Line VCO Procedure Not F													0	0%
#13 Background Noise Not Typed													0	0%
#14 Feelings Not Described													0	0%
#15 Recording Feature Not Used													0	0%
#16 Noise in Center			1				1						2	2%
#17 Agent Was Rude	4	1	1			1	3	2	1		1		14	13%
#18 Problem Answer Machine		1											1	1%
#19 Spanish Service													0	0%
#20 Speech to Speech										1			1	1%
#21 Other Problem Type Complaint		2			1	1		2	2	1	1	3	13	12%
TOTAL	12	12	11	6	7	6	13	13	6	4	9	6	105	
TECHNICAL COMPLAINTS														
#22 Lost Branding													0	0%
#23 Charged for Local Call													0	0%
#24 Trouble Linking Up										1			1	7%
#25 Line Disconnected													0	0%
#26 Garbled Message	4						1	1					6	40%
#27 Database Not Available								2					2	13%
#28 Split Screen													0	0%
#29 Other Technical Type Complaint	1			2		2		1					6	40%
TOTAL	6	0	0	2	0	2	1	4	0	1	0	0	15	



Illinois Relay Service

June 2003 - May 2004

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
MISC COMPLAINTS															
#30	Rates													0	0%
#31	OSD													0	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice	1										1		2	29%
#34	Network Recording													0	0%
#35	Other		1		1	1		2						5	71%
TOTAL		1	1	0	1	1	0	2	0	0	0	1	0	7	
TOTAL CONTACT		18	13	11	9	8	8	16	17	6	5	10	6	127	

Complaint Tracking for Illinois

June 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4184Z	06/03/03	4	CA did not respond when TTY user typed "hello ga". CA did not type background noise until after TTY user typed "goodbye sksk".	06/05/03	CA followed proper procedure by typing exactly what the voice person said. CA typed the background noise that could be heard while the voice person was not saying anything.
4184Z	06/03/03	17			
2552	06/04/03	17	Voice caller said the CA's tone was not very nice.	06/05/03	Left a message with the customer thanking them for the feedback and letting them know the CA was coached.
3306-I	06/07/03	33	IL TTY customer irritated with the way IRC has billed his phone service.	06/07/03	No further action required after RCS credited his account. Customer sent email stating he received credit and all was set.
3304-I	06/07/03	26	Customer called in stating that she is still experiencing garbling on her 3 year old Ameriphone. TT# 1000980138	06/11/03	Called customer and left a message explaining that one of the centers was having problems. Asked her to contact me in the future if she experienced the same problem again.
7831A	06/08/03	3	TTY user said this CA did not let her type her message before dialing out.	06/19/03	Unable to conduct a follow up with this CA as they are no longer an employee.
3316-I	06/10/03	26	VCO customer has garbling issue, could not read what CA typed to her. TT #000990214.	06/12/03	TT results - this is a known issue that is currently under investigation by T&I and TRS techs. Attempted to contact customer several times that TT was closed but was unsuccessful.
3322-I	06/13/03	26	VCO customer called to say she gets garbling on every call she makes through relay IL. TT #1000995532	06/18/03	TT results - This is a known issue that is currently under investigation. TT was closed and the equipment fixed.
3334-I	06/18/03	26	Customer uses an Ameriphone dialogue VCO phone and dials to relay using 800 number. For the last two weeks she has had garbling on her line. TT #10001006909.	06/19/03	TT results - this is a known problem with Ameriphone VCO phone and relay calls that is currently under investigation.
6546X	06/18/03	3	CA dialed wrong number.	06/19/03	CA was coached on this.
3341-I	06/19/03	17	Caller said CA was very rude.	06/27/03	Talked with CA and TL who assisted on this call. CA said there was a delay on TTY's response for the # they were calling and the CA's computer went over into ASCII search. Data crash followed when CA switched back to TTY. TL verified CA's comments and added there was no garbling on the CA's computer but did see the data crash as well. Attempted to contact customer three times and there was no answer.

Complaint Tracking for Illinois

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
5424	06/20/03	7	Voice user was upset that the CA was frequently using the slowdown and not repeating the last words typed to the VCO user.	06/30/03	CA coached to repeat last words typed and to improve typing speed.
2567	06/23/03	3	VCO user was upset that CA did not follow instructions when typing (answering machine) GA to VCO person. Complained that CA waited too long to type (voice mail cut off) so VCO was unable to leave message.	06/23/03	CA followed relay protocol and demonstrated knowledge of answering machine procedure per customer instructions.
3354-I	06/24/03	2	VCO customer reports CA did not follow customer database instructions, causing customer to spend excessive time on phone.	06/30/03	Contacted and informed customer that CA was coached on following customer notes.
4221Z	06/29/03	5	IL voice user complaining that they received a call from a TTY user through relay but CA disconnected the call.	07/22/03	Coached CA on the importance of processing calls correctly, responding in a timely manner and the consequences of not doing so. Advised CA to request for supervisory assistance when a call needs to be disconnected, and to documented the incident.
3375-I	06/30/03	5	Customer says when they typed "please do not announce relay" the CA hung up on them.	06/30/03	Coached CA on repercussions of disconnecting calls.
3371-I	06/30/03	29	Customer says she cannot call out or receive calls through relay services. TT #10001030810.	07/03/03	TT results: It appears the number has changed, reaching a fast busy signal or a recording saying the number has been disconnected. TT was closed due to customer not responding.
5423	06/13/03	17	Customer was upset because she was asking the CA questions and the CA would not answer but continued to type what she was saying. She then proceeded to ask the CA what her ID number was but CA wouldn't give it to her.	07/27/03	CA followed proper procedures, did provide ID# when asked, and remained calm and polite.

Complaint Tracking for Illinois

July 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8558X	07/01/03	7	Customer stated the agent had sloppy typing and was lazy.	07/27/03	Agent typed exactly what outbound said but was unaware that transmission may have been garbled for the tty user. Agent coached.
2575	07/02/03	17	Voice customer was upset that CA yawned in her ear while relaying.	07/03/03	Coached agent on importance of professionalism and transparency.
3400-I	07/07/03	3	Customer called to report that the agent did not follow the typed instructions not to announce relay and to ask for a specific person by name.	07/21/03	Follow up with agent. Agent was aware of the error and reported it immediately. She regretted the mistake and normally follows customer instructions.
5429	07/08/03		The tty user was complaining that the operator did not follow instructions when told to disable turbocode and because of that TTY user could not see typing.	07/09/03	No agent assigned to that number. Unable to coach the agent.
6568X	07/10/03	3	Customer called and gave CA instructions for phone number and address and CA provided phone number.	07/18/03	CA gave the instructions to DA operator and DA operator gave number and hung up. CA followed proper procedures.
3436-I	07/16/03	6	Customer said that agent did not spell very well.	07/31/03	CA was coached on spelling words correctly and word clarification.
6581X	07/20/03	35	Customer was having problems with prank calls through SRO.	07/20/03	Supervisor transferred customer to customer service as stated. Supervisor suggested customer may be able to block incoming calls.
6583X	07/22/03	4	Customer complained on two CA's. First CA dialed the wrong nbr. The second CA didn't let the customer know the outbound had hung up.	07/22/03	CA was coached on proper procedures.
7323za	07/25/03	18	Agent retrieved one voicemail msg for vco user. Agent followed customer notes to allow caller to save or delete the msg. Since the agent typed the msg and voicemail options and then listened to response the voicemail timed out. VCO caller was very upset.	07/25/03	Agent coached on clarifying instructions if unsure.
7323za	07/25/03	21			
6594X	07/28/03	5	Customer wanted to make another call and CA hung up.	07/28/03	Customer typed sksk and CA already hung up as customer changed their mind to make another call. Agent followed proper procedures.
2605	07/30/03	3	TTY user was upset that CA made him wait after he typed a msg to leave anans mach. CA.	05/25/04	Spoke with the customer and stated she hasn't had problems with relay. Case closed.
2598	07/22/03	21	The caller stated that the CA did not explain why there was a problem (TTY/VCO unable to read or respond).	07/22/03	Explained to the caller that CA was coached and CA was given several examples what should have been said to the voice person.

Complaint Tracking for Illinois

August 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2623	08/19/03	5	Customer states that she gave the CA the call in number but no call was placed. Said CA disconnected call.	08/21/03	Supervisor reviewed proper procedures with the CA.
3049J	08/21/03	16	Voice customer complained that they could hear the noisy keyboard during the call and it was very loud. They also heard people in the background.	08/26/03	Spoke to agent and coached on turning down microphone if customer requests.
6627X	08/24/03	1	Customer had typed out messages to answering machine but the messages delayed in sending. Customer got frustrated and hung up. Thanked the customer for the feedback. No follow up required.	08/15/03	Supervisor reviewed complaint with CA. CA was at fault. Reviewed proper procedures with CA.
2626	08/25/03	6	TTY customer was dissatisfied with the service she received from this CA. She said she had poor spelling and typed incorrect information. Several times typed "missed information".	08/25/03	Coached CA on listening closely for sound alikes. Asking for spelling on important names and details and pacing appropriately to avoid missed info.
2626	08/25/03	7			
2627	08/25/03	5	Agent disconnected caller after they gave the number to dial.	08/28/03	Coached agent on the proper call procedures to follow when a call needs to be disconnected and the consequences of disconnecting a call.
2635	08/30/03	5	Operator cut customer off from talking and they received a bunch of x's and numbers on TTY screen.	09/01/03	Coached agent to try disabling turbo code.
2635	08/30/03	6			
2635	08/30/03	7			
2635	08/30/03	17			
4272Z	08/30/03	5	Customer asked if answering machine to please leave a message. Customer noticed TTY signal flash and CA had hung up on them.	09/02/03	Agent claims to have not disconnected any call. Understands the consequences of disconnecting a call.

Complaint Tracking for Illinois

September 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4274Z	09/02/03	2	Operators are not following customer's notes which say do not use any abbreviations. Also operators are not giving their ID numbers.	05/17/04	Customer informed supervisor issue was due to TTY technical problem. No further action. Customer resolved issue.
2646	09/16/03	4	Customer typed "VCO please GA" - no response from CA. Typed it again and again-no response-feels CA should be refreshed as to how important calls can be.	09/18/03	Reviewed VCO procedures. CA was able to demonstrate correct handling.
2646	09/16/03	11			
2863	09/22/03	3	VCO customer said that agent didn't listen and follow her instructions.	09/30/03	Agent coached to follow customer notes instructions when processing calls.
3143-J	09/22/03	35	Caller would like relay policy changed so that either inbound or outbound party can request an agent change during a relay call.	05/25/04	Spoke with customer and she said all was working well.
6673X	09/23/03	5	Agent hung up on customer.	09/28/03	Reviewed procedures with agent.
8539	09/28/03	0	VCO user said GA, voice started talking but could still hear VCO user saying hello GA. CA not responding to voice. Voice user said CA must have fallen asleep. Voice and VCO customer hung up.	01/20/04	Unable to follow up with CA as CA is no longer with relay. No further action possible.
3163-J	09/30/03	29	Customer says the caller ID block is not working. TT 1001247609	05/27/04	TT results - Caller id did not transmit on any test call, looks like training issue for that agent. TL will be informed.
3147-J	09/24/03	29	IL VCO customer rqsts IRS to make caller ID available as much as possible.	05/26/04	TT results - Tech reset the ACC. This cleared the problem.

Complaint Tracking for Illinois

October 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2671	10/01/03	21	Voice caller upset CA said the person hung up. The voice person has said under her breath something about the TTY was bugging her. Apparently TTY had not hung up because CA had typed the comment.	10/30/03	Unable to follow with this agent as this agent is no longer with relay. No further action possible.
6691X	10/05/03	2	Customer is very upset because agent redialed to erase messages on his voicemail when he wants it done the first time.	10/05/03	Supervisor showed agent how to process the call correctly. Agent understood.
3173J	10/06/03	4	Customer's daughter called through relay and the CA ignored customer and was not relaying what she was saying as she was typing, she waited until customer's daughter stopped typing to tell her what was said.	10/06/03	CA followed proper procedures by waiting for a complete sentence / concept before voicing to ensure a natural voice flow. CA understood upon request of a voice person CA can read word for word back to the voice person.
2682	10/08/03	3	Voice person said CA sounded like CA was faking voice. Customer could not understand CA and asked for a new agent. CA said was unable to make agent switch or call a supervisor.	10/13/03	Unable to follow up with this agent as this agent # is not used at this current time.
6702X	10/14/03	5	Customer asked agent to tell them if the voice person sounded young or old and agent hung up and did not answer the question.	10/14/03	CA is not aware of this call. CA is familiar with agent protocol of providing question upon request similar to situation indicated above.
6707X	10/17/03	35	Customer tried calling a number with a (976) area code. Informed customer that the system will not allow (976) calls. Customer wld like to know why. TT 100103300	05/24/04	TT results: Tech says (976) is a reserved area code, no one is allowed to call it, and therefore it is not a valid number
2698	10/20/03	3	Customer stated that a lot of operators seem unfamiliar with specific person ask procedures.	11/03/03	CA coached on proper procedures.
6716X	10/24/03	5	Customer complained that he was looking for a phone number for 3 mins and CA hung up on him.	10/24/03	CA had waited 4 mins for caller to come back on line. After 4 mins CA followed proper disconnect procedures.

Complaint Tracking for Illinois

November 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7600C	11/29/03	21	Agent didn't tell the customer what was going on.	12/01/03	Coached CA and role played vco call handling. Reviewed PRG for correct handling of VCO.
3270J	11/05/03	29	Caller said she wants customer service to be able to transfer her back to a relay operators	05/26/04	Explained that agent at customer service would not be able to send call to relay due to not knowing which centers ad CA's who were available.
3269J	11/05/03	29	Caller said she thinks caller ID is not transmitting correctly.	05/26/04	TT results - Placed test call using customers dialing information to 2500 set with caller id. Customer caller id information transmitted without any problem.
6743X	11/07/03	3	Customer states they asked the CA to block their caller ID and relay asked them to voice. And then said they pressed the wrong button and hung up and redialed the call.	11/07/03	Operator was pulled for discussion - she made a mistake and apologized for her mistake. Will pay more attention in the future.
2726	11/09/03	17	VCO caller said that CA interrupted her conversation with 3 lines of XXX's or SSS's but CA would not let her speak.	11/10/03	Customer would give the GA and no agent would type what voice person was saying and then VCO customer would start talking and yelling during the typing before the GA for her to speak. This would cause garbling. Supervisor on floor witnessed this.
2728	11/10/03	6	Customer states the CA did not spell well and she typed to slow.	11/10/03	Typing on the screen appeared accurate CA said they had to pace customer frequently as voice person was speaking very fast. CA also asked for spelling of cities for clarification.
2741	11/17/03	4	VCO customer said that CA sent her no data when she called. She got the incorrect CA number.	11/17/03	Supervisor 1950 coached on customer contact procedure. Agent was coached regarding proper call procedures.
6764X	11/21/03	7	Agent was polite but got confused when number for security was assured by Pizza services.	12/04/03	Agent coached and reminded of call porcessing guidelines.

Complaint Tracking for Illinois

December 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2758	12/03/03	9	Customer says CA did not respond to GA and eventually the OB hung up. Thought that CA was sleeping.	12/16/03	CA was coached on proper vco procedures.
6788X	12/06/03	5	Customer had wanted to place another call after their call was over. CA hung up on customer.	12/08/03	Supervisor reviewed complaint with agent. Supervisor reviewed proper rprocedures.
6798X	12/07/03	3	Customer states agent dialed the wrong number	12/30/03	Unable to dispute the charge with Verizon. Customer will have to contact Verizon directly.
6791X	12/08/03	17	Customer states that agent was very rude. There were long relays that even the hard of hearing customer was asking the OB what was going on was there a problem.	12/09/03	Coached agent on proper procedures on pacing customers and using appropriate phrases to pace so that there will be no personal interactions.
3372J	12/11/03	35	TTY customer receiving extremely fast transmission of typed messages via IL relay. Problem for past two weeks, happened approx 10 times. TT 1001418663	05/19/04	TT results - Tech attempted to reach the customer twice to give him this information, but there was no answer.
5456	12/15/03	9	TTY customer said they always have several complaints about IRC operators always misunderstanding them.	05/17/04	Spoke with customer and customer says all is fine now, no complaints.
3402J	12/20/03	3	Customer states that she asked this agent not to announce relay. She asked the agent if he did announce the relay and he said no he had not. But the way the phone was answered she could tell that they know it was relay services.	12/22/03	Met with CA and went over not announcing procedures. CA demonstrated knowledge and understanding of proper procedures.
3409J	12/22/03	11	VCO user complains that CA is not connecting her calls correctly and she is unable to communicate with her daughter each time she encounters this agent.	12/23/03	MN relay has no CA with this number.
2778	12/22/03	5	IB upset because she said OB wasn't understanding her and she did not feel the CA was relaying properly.	12/27/03	Reviewed the importance of never disconnecting a caller as well as relaying feelings as best possible.
2778	12/22/03	16			
5459	12/22/03	35	Customer requests someone from relay administration call them back about fraudulent calls to his business through relay placing order with bad credit cards.	05/19/04	Spoke with the customer who stated these calls stopped after he called Sprint relay to complain.
3414J	12/23/03	26	IL VCO customer experiencing garbling. TT 1443938.	05/27/04	TT results - Unfortunately there is not enough information on the ticket to investigate. I could not determine where the agent was sitting to investigate the hardware. Suspect it was a bad connection at the CO.
6807X	12/28/03	4	Agent sent ringing 1...and then stopped typing for a long time. Customer asked what was going on and then agent typed (F) and then stopped.	12/02/03	Coached CA on keeping customer informed with appropriate progress reports.
6808X	12/28/03	17	Customer says agent was rude.	12/29/04	Agent coached on proper procedures and not being rude.

Complaint Tracking for Illinois

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2787	12/30/03	3	Caller was very upset with services when caller asked CA to disable turbocode and CA did not.	01/04/04	CA said she did disable turbocode and customer apparently was still receiving garbling. CA was able to demonstrate correct turbocode disablement. Account Manager followed up with the customer.
2757	05/18/04	17	Customer stated that the CA wasn't patient, friendly, or willing to assist on call processing.	12/04/03	Agent was coached on not being rude.

Complaint Tracking for Illinois

January 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6816X	01/01/04	17	Customer called to let us know CA typed hung up to her daughter when she was trying to place a call.	01/01/04	Agent number was not available - supervisor unable to follow up.
6820X	01/08/04	5	Operator hung up on customer while redialing to leave her message. So operator did not tell customer whether or not her message was left.	01/08/04	No agent number provided so no follow up was possible.
6821X	01/08/04	4	Customer was angry because the business she called was closed and relay did not tell her the time.	01/08/04	Agent followed proper procedures by not getting involved in conversation and remaining transparent while call was on process.
3460J	01/09/04	8	Customer states that it was very hard for the voice person that she was calling to understand the relay agent.	01/14/04	Met with agent and coached on the importance of voicing clarity and to make sure that the headset is always adjusted accordingly.
4388Z	01/09/04	29	Customer upset that she dials 711 from her house and receives TTY tones then ASCII. Then an operator. She wants to receive the opr first.	05/25/04	TT results - System is functioning as designed.
3467J	01/12/04	27	Customer called in to let us know when she attempted to make a call using her FD numbers they were not available. TT 1474977.	05/17/04	TT results - verified frequently dialed list was available for both numbers.
5462	01/18/04	3	Caller asked for a live person. Agent relayed recording but did not select the option for a live person as instructed by caller before outdial.	01/21/04	CA coached to be more careful and pay attention to customer instructions. Supervisor reviewed proper procedures with CA.
4418Z	01/16/04	5	S2S customer says everytime he gets this operator she hangs up on him.	01/21/04	Agent is aware of the policy and consequences of hanging up on a customer.
6826X	01/17/04	21	Customer was not familiar with the relay svc and thought it was solicitation from LD carrier. When the customer was talking to herself about how she the customer was handlign the call and told the agent not to type what she was saying the agent typed everything.	01/17/04	Customer did not get agent number - explained we were not able to follow up with agent.
6836X	01/17/04	21	Customer was not familiar with the relay svc and thought it was solicitation from LD carrier. When the customer was talking to herself about how she the customer was handlign the call and told the agent not to type what she was saying the agent typed everything.	01/17/04	Customer did not get agent number - explained we were not able to follow up with agent.
7846C	01/21/04		Opr didn't put a GA and customer got frustrated waiting for it. Then operator didn't send person hung up GA to SK and customer didn't know if they were still on the line.	01/22/04	Supervisor coached agent on making sure GA is sent at the appropriate time. Also coached agent on sending correct macros.

Complaint Tracking for Illinois

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2825	01/24/04	26	Customer was angry that there was garble on her call.		TT results - Tech made several test calls but only experienced one garbled character. The Adtrans have been installed for over a year, so if the customer has only been experiencing garbling in the last few months, it may be due to a change on their equipment.
3023k	01/26/04	27	VCO customer says call was transferred in from relay and when on the call with RCS there was not DB info available and the call showed as originating in WI.	05/26/04	TT results - Unable to duplicate problem. Logged into test position and placed test call using customers ANI and call populated with customer information.
2835	01/30/04	5	Customer stated call disconnected in process of voice mail retrieval.	01/30/04	Without CA ID number no further action possible.
2836	01/31/04	3	Customer stated CA did not follow customer notes.	01/31/04	CA stated they did not fully understand notes. Advised CA to ask for clarification if notes unclear. Advised of the importance of following customer notes.
2834	01/28/04	5	VCO said she told the CA she wanted to make another call and the CA hung up on her in a rude manner.	02/13/04	Spoke with agent regarding proper call processing procedures.
2834	01/28/04	17			

Complaint Tracking for Illinois

February 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2843	02/05/04	21	The customer wanted to speak to this CA to clarify the email address from a customer in West Africa who called in to purchase her product. I explained the relay protocol of privacy of relay calls and we may not be able to provide this info.	02/11/04	Coached agent on the usage of symbols when typing email address.
3094X	02/13/04	21	Customer states she does not like the new policy that agents all seems to be doing recently. They are interrupting calls more than ever typing (no background noise or Silence in background.	05/17/04	Advised training department of this issue.
5468	02/14/04	1	The customer called to say they were very angry because they had to repeat the number 3x to the CA.		CA followed proper procedures by asking for the number again as it was illegible. Reviewed proper procedures with CA.
2860	02/14/04	17	Voice customer concerned that CA was rude.	02/14/04	CA advised that was absolutely in opposition of relay protocol and cautioned her against that.
6881X	02/21/04	3	Customer asked agent to call DA and asked for persons address only no phone number customer was upset at agent and disconnected	02/21/04	CA dialed CA and asked for address. DA transferred to recording giving number only. CA states they did not disconnect caller. Reviewed follow customer instructions. Reviewed not disconnecting caller.
6881X	02/21/04	5			

Complaint Tracking for Illinois

March 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3156K	03/03/04	20	S2S customer called to report that all S2S ops were bust so customer was transferred to a regular operator. Customer asked to be transferred back to S2S and asked for a supervisor to assist. Supervisor did not transfer to S2S and told customer to hang up.	03/10/04	Supervisor states she did not assist on speech call. Supervisor shows knowledge of how to transfer speech to speech calls.
2900	03/08/04	5	Customer said agent hung up on them.	03/08/04	Met with CA who said because of the slow typing transmission voice person kept hanging up. He said then the "red inbound box appeared and inbound disconnected. CA did not feel call dropped.
7734D	03/23/04	4	The agent did not explain relay to voice person and they did not understand what she was talking about.	03/23/04	There is not agent with this id. Unable to discuss with agent. No further action possible.
7741D	03/25/04	21	Caller could tell the agent was chewing gum and it was distrubtive and caller could not concentrate on what they were saying.	03/25/04	Talked to operator and he understood that chewing gun was not permitted.
3240K	03/30/04	24	Customer states her calling from number shows incorrectly to relay.	05/17/04	TT results - LEC working issue on the customer's end. Cased closed.

Complaint Tracking for Illinois

April 2004

Tracking #	Date of Compl.	Cal. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2934	04/01/04	21	Customer stated her daughter received harassing obscene calls through relay. Wants to know why CA's continue to relay such calls.	04/01/04	Explained the procedure and offered then Sprint CS.
8621D	04/05/04	5	Customer gave the agent the number to dial and waited a few minutes. Customer then saw the light that indicates the agent hung up.	04/08/04	Spoke with the agent and she stated there may have been problems getting connected with the TTY user. She understood the correct porcedure.
2185X	04/05/04	5	Voice customer asked to speak to a supervisor. Agent told customer that she would have to call relay customer service and proceeded to give her the number. Before agent finished giving the nbr he disconnected the line.	04/06/04	Spoke to agent who said inbound customer hung up. Reviewed proper procedures with agent. Syterm timed out before agent could finish giving number. Agent did not hang up.
3231K	04/05/04	5	Caller is a receptionist for a relay center and said agent announced call to her and then assumed that she was a relay operator Caller said she was not a relay operator - agent renounced the call then hung up on caller.	04/05/04	Reminded agent not to assume but ask directly if person is an agent. Went over disconnect porcedures.
2939	04/06/04	3	TTY very upset that operators are not listening.	04/06/04	Both CA's demonstrated correct porcedures invloved with disabling turbocode.
6942X	04/10/04	17	Customer complained that agent had insulted him during his previous call.	04/10/04	Unable to follow with either agent or customer.
9008n	04/14/04	5	Customer gave the agent the number to dial and the asked the calling from number. The customer got upset and the agent disconnected caller.	04/14/04	Agent is aware of disconnect procedures and to get a supervisor if something like this occurs.
9009n	04/14/04	5	Voice person called for clarification on procedure when relay calls a business and asks the operator if they can hold. I explained the opr cannot get involved but can redefine role. She states the opr just ignored her.	04/15/04	CA recalled this call and was coached on proper procedures with the person requesting CA to hold. CA did not disconnect the call.
3289K	04/14/04	33	VCO customer experiencing problems making long distance calls from work place for past two weeks. No problem in past. Employer had Sprint LD account but call will not go through Sprint Network via IL relay.	05/04/04	Invalid Ticket number. Unable to resolve.
9021D	04/28/04	3	Customer gave agent 800 number to dial, states agent dialed 630 - no excuse for such a careless mistake.	04/28/04	Coached agent to be careful to dial correctly and to attend to the area code.

Complaint Tracking for Illinois

May 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2971	05/05/04	3	VCO user said she gave CA specific instructions on how to process the call and the instructions were not followed.	05/05/04	Coached CA to follow customer instructions when processing calls.
2989	05/25/04	21	Customer stated that she was upset that when talking to her client, the client know some of the conversation customer made to other people.	05/25/04	It was explained to the customer that CA protocol is to relay the background information either verbatim or in general to the TTY user.
5489	05/09/04	21	The customer stated that the agent added "I'll call you tomorrow" when their party had not said that.	05/22/04	CA was coached on typing verbatim and not adding any words.
6895X	05/05/04	21	VCO complained that when she calls relay from her business phone CA's are not quick about opening their handsets to hear her voice.	05/05/04	Supervisor shared this complaint with our trainer.
9032N	05/04/04	5	TTY user called 711 and the CA accused him of dialing the 800 voice number and told him to hang up and call via the 800 TTY number.	05/04/04	Operator was advised that rudeness is not going to be tolerated and that she denies this customer's right to place his call.
5495	05/29/04	5	Tty user said they would like supervisor to call them regarding CA disconnecting calls. She also complained that a CA was chewing gum but she did not have the agent's numbers.	06/04/04	Coached on penalty for hanging up on customer.

CapTel Complaints

Illinois

Date of Complaint	State Program	Nature of Complaint	Explanation of Resolution or Status	Date Resolved
2/10/04	IL	Dialing issue	Collected information via email and provided to tech support. Tech support configured a change to enable calls to that regional number.	2/11/04
2/11/04	IL	Echo Sounds	Provided customer tips on echo.	2/11/04
3/2/04	IL	Disconnect/Reconnect during a call	Over the wire upgrade arranged and resolved issue.	3/3/04
3/4/04	IL	Disconnect/Reconnect during a call	Explained to customer why the disconnections might be occurring and sent letter on tips to minimize disconnections. Told customer to contact us if have further questions or problems.	3/4/04
3/17/04	IL	Disconnect/Reconnect during calls	Faxed customer disconnection tips. Learned customer has Call Waiting. Sent fax explaining how to block that as well as other tips.	3/17/04
3/29/04	IL	Connection: Captioned calls	Advised customer to re-set unit. Discussed set-up. Did test calls. Test calls for both outgoing and incoming calls successful. CS determined that customer or other parties were dialing 1800 relay number instead of the CapTel Captioning Service. Sent customer	3/29/04
4/7/2004; 4/15/04; 4/20/04 4/8/04	IL	Sound Quality	Provided troubleshooting tips/support ongoing. Recommended audio jack handset.	4/8/2004; 4/15/04; 4/20/04
	IL	Disconnect/Reconnect during calls	Sent letter with disconnection tip. Attempted follow up with customer on 4, 23, 4/29. Learned customer on business travel. Connected with customer 5/26. Referred case to tech support for further investigation/assistance with customer line interference. Ongoing assistance from technical support to customer.	5/26/04
4/23/04	IL	Disconnect/Reconnect during calls	Extensive troubleshooting with customer. Test calls with customer on 4/26. Follow up letter sent on 4/29. Referred case to tech support for further investigation/assistance with customer line interference. Ongoing assistance available from technical support.	4/29/04
4/26/04	IL	Billing Issue	Long distance captioned calls will not be billed to customer until it's resolved.	4/26/04
5/3/04	IL	Unable to make captioned calls during part of the evening of 5/2/04.	Resolved overnight by Captioning Center/technicians.	5/3/04
5/3/04	IL	Unable to make captioned calls during part of the evening of 5/2/04.	Resolved overnight by Captioning Center/Technicians.	5/3/04
5/10/04	IL	Disconnect/Reconnect during calls; Echo Sounds	Emailled tips to reduce echo and disconnect/reconnect to customer. Customer will contact us if need further assistance.	5/10/04
5/11/04	IL	Disconnect/Reconnect during calls	Mailed tips to reduce disconnect/reconnect to customer. Customer will contact us if need further assistance.	5/11/04
5/14/04	IL	Disconnect/Reconnect during calls/DTMF Tone Interference	Customer got filter for DSL & received Disconnection tips/MM and Kurt put customer in Voicemail database.	5/17/04
5/18/04	IL	Disconnect/Reconnect during calls	Sent email explaining remedies on how to reduce the occurrence of disconnect/reconnect. Customer will let us know if need further assistance.	5/18/04
5/25/04	IL	Billing Issue	Long distance captioned calls will not be billed to customer until it's resolved.	5/25/04
5/28/04	IL	Disconnect/Reconnect during calls	Did initial troubleshooting to find what was causing disconnection. Sent Disconnection tips. Ongoing support to customer available.	5/31/04



Illinois Telecommunications Access Corporation
3001 Montvale Drive • Suite D • Springfield, Illinois 62704
V/TTY 800-841-6167 • V/TTY 217-698 4170
FAX: 217-698-0942

June 28, 2005

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Rm. TW-B204
Washington, DC 20554

Overnight Mail: Airborne

RE: CG Docket 03-0123
and DA 05-1681,
Released: June 16, 2005

Dear Ms. Dortch:

As directed in the above-mentioned Docket and Press Release, enclosed please find four copies of the following:

- The State of Illinois' Sprint TRS and CapTel Annual Complaint Logs, which includes the number of complaints received for the period June 1, 2004 through May 31, 2005, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.
- Annual Tally Report with total complaints by category.

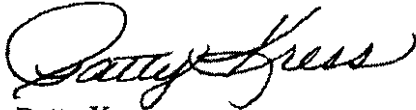
A 3.5 diskette containing the Annual Complaint Log and Annual Tally Report is also enclosed.

In addition, Illinois Commerce Commission staff reported that no TRS or CapTel complaints elevated to that agency from June 1, 2004 through May 31, 2005.

Page 2 of 2
June 28, 2005

Please contact me if you require any additional information.

Sincerely,

A handwritten signature in cursive script, appearing to read "Patty Kress".

Patty Kress,
Assistant Director

cc: Emma Danielson, Illinois Account Manager, Sprint Relay (without disk)
Christy Pound, Illinois Commerce Commission (without disk)
Joan Howard, Illinois Commerce Commission (without disk)
Dana Jackson, Federal Communications Commission (via email)

Enclosures: Attachment #1: Four Copies of Annual TRS Complaint Log and CapTel
Complaint Log
Attachment #2: Four Copies of Annual Tally Report
1 - 3.5 Diskette
1 - Copy of FCC Public Notice DA 05-1681



PUBLIC NOTICE

Federal Communications Commission
445 12th St. S.W.
Washington, D.C. 20554

News media Information 202/ 418-0500
Fax-On-Demand 202/418-2830
TTY 202/418-2555
Internet: <http://www.fcc.gov>
<ftp.fcc.gov>

DA 05-1681
Released: June 16, 2005

**CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES
AND TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT
THE ANNUAL SUMMARY OF CONSUMER COMPLAINTS CONCERNING
TRS IS DUE FRIDAY, JULY 1, 2005**

The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2005, on or before July 1, 2005.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.¹ State TRS programs should report all complaints made to the state agency, as well as those made to the state's TRS provider. TRS providers that provide interstate TRS, interstate STS, interstate Spanish relay, interstate captioned telephone relay, VRS, or IP Relay are also required to submit complaint log summaries. These summaries are intended to provide an early warning system to the Commission of possible service quality problems. Additionally, this information allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints and to spot national trends that may lend themselves to coordinated solutions. This information further enables states to learn how other states are resolving complaints.²

Complaint log summaries should include information pertaining to complaints received between June 1, 2004, and May 31, 2005. Complaint log summaries shall include, at a minimum, the number of complaints received that allege a violation of the federal TRS mandatory minimum

¹ See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order and Further Notice of Proposed Rulemaking, FCC 00-56, 15 FCC Rcd 5140, at 5144-5145, para. 9 (March 6, 2000) (*Improved TRS Order*); 47 C.F.R. §64.604(c)(1) (TRS "mandatory minimum standards" requiring filing of consumer complaint logs).

² *Improved TRS Order*, 15 FCC Rcd 5140, at 5190-5191, para. 122.

standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.³

We note that according to the data presented in the state complaint log summary submissions for 2004, approximately sixteen hundred complaints were reported that alleged a violation of one or more of the Commission's mandatory minimum standards for TRS. Over seventy-seven percent of all complaints alleged violations of the operational mandatory minimum standards and stemmed from the interaction between the calling party and the communications assistant (CA). We therefore remind TRS providers and state administrators that their CAs must, among other things, be knowledgeable of TRS procedures, follow customer's instructions, and continue to keep callers informed about the progress of their call.

All filings must reference CG Docket 03-123. States and interstate TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Friday, July 1, 2005. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Dana Jackson, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room CY-C417, Washington, DC 20554 or by email at Dana.Jackson@fcc.gov. States and interstate TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in "read-only" mode and must be clearly labeled with the State or interstate TRS provider name, the filing date and captioned "Complaint Log Summary."

Filings can be sent by hand or messenger delivery, by electronic media, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor, Natek, Inc., will receive hand-delivered or messenger-delivered paper filings or electronic media for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial and electronic media sent by overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-B204, Washington, DC 20554.

The full text of this document and copies of any subsequently filed documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, DC 20554. This document and copies of subsequently filed documents in this matters may also be purchased from the Commission's duplicating contract, BCPI, Inc., Portals II, 445 12th Street, SW, Room CY-B402, Washington, DC 20554. Customers may contact BCPI, Inc. at their web site www.bcpweb.com or call 1-800-378-3160.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word or Portable Document Format (PDF) at:

³ See 47 C.F.R. § 64.604 (c)(1).

<http://www.fcc.gov/egb/dro>.

For further information regarding this *Public Notice*, contact Dana Jackson, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-1475 (voice), (202) 418-0597(TTY), or e-mail Dana.Jackson@fcc.gov.

- FCC -



Illinois Relay

June 2004 - May 2005

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS														
#00 Answer Wait Time	0	0	0	2	0	0	0	0	0	0	0	0	2	2%
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	2	0	0	2	2%
#02 Didn't Follow Database Inst.	1	1	2	0	0	0	0	1	0	0	0	0	5	5%
#03 Didn't Follow Cust. Instruct.	0	2	1	1	3	3	2	3	2	0	3	0	20	21%
#04 Didn't Keep Customer Informed	0	0	2	0	1	1	1	2	0	1	1	0	9	10%
#05 Agent Disconnected Caller	1	1	2	0	0	0	0	0	0	3	9	10	26	28%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	2	0	0	2	0	1	1	0	1	0	0	0	7	7%
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	1	0	0	1	0	0	0	0	2	0	0	4	4%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	0	0	0	2	0	0	0	1	1	1	0	3	8	9%
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	0	1	2	1	1	2	1	0	0	1	2	0	11	12%
TOTAL	4	6	9	8	6	7	5	7	4	10	15	13	94	
TECHNICAL COMPLAINTS														
#22 Lost Branding	0	0	0	0	0	0	0	0	0	2	0	0	2	3%
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 Trouble Linking Up	0	0	0	1	0	0	0	1	0	0	2	1	5	8%
#25 Line Disconnected	2	2	2	2	4	4	2	2	2	2	2	7	33	52%
#26 Garbled Message	0	0	0	1	0	0	0	1	1	0	0	0	3	5%
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	0	0	2	1	2	1	1	4	1	1	0	1	14	22%
#57 Caller ID	0	0	0	0	0	0	0	0	0	0	1	0	1	2%
#58 Regional 800 Calls	0	0	0	0	0	0	1	0	0	4	0	1	6	9%
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	2	2	4	5	6	5	4	8	4	9	5	10	64	
MISC COMPLAINTS														
#30 Rates	1	0	0	0	0	0	0	0	0	0	1	0	2	50%
#31 OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32 No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33 Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35 Other	0	0	1	0	0	0	0	0	0	0	1	0	2	50%
TOTAL	1	0	1	0	0	0	0	0	0	0	2	0	4	
TOTAL CONTACT	7	8	14	13	12	12	9	15	8	19	22	23	162	

2004 - 2005 Illinois CapTel Complaints

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
Jun-04			
06/3/04	Accuracy of captions	6/7/2004	Apologized for experience noted. Explained procedure captionists use to generate captions; suggested future documentation of CA number should accuracy concerns arise in another call.
6/16/2004	Accuracy of captions: captioning speed	6/21/2004	Apologized for experience noted. Shared customer's expressed concern with call center personnel. Customer service asked for examples with call errors with CA numbers and dates of calls to discuss with the CA.
6/24/2004	Disconnect/reconnect during calls	6/24/2004	Explained to customer why the disconnections might be occurring over the phone and shared with her some suggestions on how to resolve them.
6/30/2004	Billing issue	6/30/2004	Explained billing situation to customer.
6/30/2004	Disconnect/reconnect during calls	6/30/2004	Customer added comma (,) after code for call waiting block. Customer confirmed all is well now.
Jul-04			
7/6/2004	Disconnect/reconnect during calls	7/6/2004	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect may be occurring and sent tips to reduce their occurrence.
7/12/2004	Disconnect/reconnect during calls	7/13/2004	Tech support sent over the wire upgrade to enable prompts making consumer aware of when disconnect/reconnect occur during the call. Information share on why disconnects can happen.
Aug-04			
8/3/2004	Disconnect/reconnect during calls	8/23/2004	After initial troubleshooting, customer reports the problem is resolved now that she has moved it to another telephone jack.
8/5/2004	DTMP Tone Interference	8/23/2004	Tech support adjusted DTMF tone pass through. Confirmed that the resolution was successful.
8/27/2004	Disconnect/reconnect during calls	8/27/2004	Emailed explanation of disconnect/reconnect. Asked customer to contact customer service if problem continues.
Sep-04			

9/17/2004	Account login failure	9/17/2004	Unit's account activated. Unit now operational.
9/20/2004	Answer Time	9/20/2004	Informed customer that the CapTel service experience a unusual call surge that slightly affected the answer time. We apologized for any inconvenience. Answer time for the day was met.
9/20/2004	Answer Time	9/20/2004	Explained to customer that dialing string staying in initial screen may be due to an unusual call surge that slightly affected answer time. We apologized for any inconvenience. Answer time for the day was met.
9/21/2004	Disconnect/reconnect during calls	9/21/2004	After initial troubleshooting, customer's case and information about their experience has been given to technical support for further investigation with phone provider. Ongoing assistance available to customer from tech support.
9/22/2004	Disconnect/reconnect during calls	9/24/2004	Tech support enabled reconnect prompt for customer to be aware of status of connection. Customer will now see <reconnecting> prompt when a disconnection has taken place and call is being reconnected.

Oct-04

10/5/2004	Disconnect/reconnect during calls	10/5/2004	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect may be occurring and sent tips to reduce their occurrence. Customer said they will contact their phone company to have them check the quality of phone line.
10/14/2004	Disconnect/reconnect during calls	10/22/2004	Telephone jack was defective. User moved CapTel to another jack and incidence of disconnect/reconnects ended.
10/19/2004	Disconnect/reconnect during calls	10/19/2004	Gave customer tips for alleviating disconnections over the phone.
10/19/04	Disconnect/reconnect during calls	10/22/2004	Advised customer to ask local telephone company for line quality check. Enabled <reconnecting> prompt to alert customer to disconnect/reconnect in progress.
10/22/2004	Echo sounds	10/22/2004	Advised user of steps to minimize/eliminate echo. User took steps during call and echo stopped.

Nov-04

11/1/2004	Disconnect/reconnect during calls	11/1/2004	Gave customer tips for alleviating disconnections. Customer notes she has a security system and planned to explore the impact of this system.
11/5/2004	Accuracy of captions; speed of captions	11/5/2004	Contacted customer for further detail. Forwarded the complaint detail to call center director for follow up with the CA. Captioning speed well about FCC requirements.
11/18/2004	Disconnect/reconnect during calls	11/18/2004	Gave customer tips for alleviating disconnections. Customer to contact phone company to have them check phone line quality.
11/18/2004	Disconnect/reconnect during calls	11/19/2004	Explained to customer why disconnect-reconnect might be occurring and sent letter with tips to reduce their occurrence. Also suggested contacting phone company to check the quality of the phone line. Disconnect/reconnect rarely occurs after the phone company checked the quality of the phone line.
11/22/2004	Disconnect/reconnect during calls	11/22/2004	Gave customer tips for alleviating disconnections. Customer to contact phone company to have them check phone line quality.

Dec-04

12/10/2004	Disconnect/reconnect during calls, echo sounds	12/10/2004	Gave customer tips for alleviating disconnections, and for alleviating echo sounds of user's voice. Customer to contact phone company to ensure line quality for data transmission purposes.
12/20/2004	Disconnect/reconnect during calls	12/20/2004	Explained to customer why disconnect-reconnect might be occurring and sent email with tips to reduce their occurrence. Suggested contacting phone company to check the quality of the phone line. Sent information explaining how EMI and routing of calls can affect the quality of the data connection.
12/27/2004	Dialing issue	12/28/2004	Technical support corrected regional 800 number. CapTel user can now successfully make captioned call to these 800 numbers. Remedy provided.

Jan-05

1/12/2005	Disconnect/reconnect during calls	1/14/2005	Explained to customer why disconnect/reconnect might have occurred during captioned conference call and sent email explaining what causes
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			disconnect/reconnect.
1/19/2005	DTMF Tone interference	1/19/2005	Tech support adjusted DTMF tone pass through. Confirmed that the resolution was successful.
1/21/2005	Echo sounds	1/21/2005	Software update provided along with tips on how to reduce incidence of experiencing echo sounds. Customer confirmed echo resolved.
1/28/2005	Disconnect/reconnect during calls	1/31/2005	Sent letter to customer with information on what can cause disconnections and provided suggestions for alleviating disconnection problem.

Feb-05

2/11/2005	Disconnect/reconnect during calls	2/11/2005	Customer advised of cause and tips to minimize/eliminate disconnect/reconnect. Customer will contact telephone company.
2/15/2005	Disconnect/reconnect during calls	2/15/2005	Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. Advised customer to contact their phone company to assess quality of line.
2/24/2005	Accuracy of captions	2/26/2005	Collected customer's feedback and said that shared the complaint detail with CapTel service management staff. Also recommended customer to provide customer service with problematic call details, including CA number, time and date of call. Sent customer letter explaining captioning process, thanking them for feedback, and advised them to contact us if they experience future incidents.

Mar-05

3/14/2005	Disconnect/reconnect during calls	3/14/05, 3/18/05, 4/1/05	Sent information about disconnect/reconnects and tips to reduce its occurrence to building manager. Building manager said that maintenance
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			will install a new wall jack. If disconnect/reconnect continues, they will contact phone company to check the quality of the line. Phone tech tested line from customer's apartment, found no problem, but did replace wall jack as it had been painted over and seemed not to be in perfect condition. Also respliced wire connections to assure good connection. Test calls between tech and customer were satisfactory. Customer satisfied at this time.
3/15/2005	DMTF Tone interference	3/15/05, 3/21/05	Tech support adjusted DTMF tone pass through. Confirmed that the resolution was successful.
3/28/2005	Inability for CapTel users to reach the data toll free number	3/28/2005	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.
3/28/2005	Inability for CapTel users to reach the data toll free number	3/28/2005	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.
3/28/2005	Inability for CapTel users to reach the data toll free number	3/28/2005	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.
3/28/2005	Inability for CapTel users to reach the data toll free number	3/28/2005	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.
3/28/2005	Disconnect/reconnect during calls	3/29/2005	Customer service sent suggestions for alleviating incidence of disconnections, and then sent follow up suggestions for contacting phone company. Also advised progressive unplugging of devices from phone line to determine whether a specific device could be a potential cause of disconnection on the line.

Apr-05

4/11/2005	Billing issue	4/11/2005	Explained billing situation to customer.
4/18/2005	Disconnect/reconnect during calls	4/21/2005	Explained cause of disconnect/reconnect and suggested customer ask local phone company for line check.

4/20/2005	Caller ID shows number but not name	4/20/2005	Explained cause of disconnect/reconnect and suggested customer ask local phone company for line check.
4/22/2005	Disconnect/reconnect during calls	4/22/2005	Shared with customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
4/22/2005	Incoming Connection - Captioned Calls	4/29/2005	Tech support identified and remedied the circumstance with a system change on 5/25/05 and customer was notified.
4/29/2005	Incoming Connection - Captioned Calls	5/2/2005	Tech support identified and remedied the circumstance with a system change on 5/25/05 and customer was notified.

May-05

5/2/2005	Disconnect/reconnect during calls	5/9/05, 5/25/05	Cause and potential remedies of disconnect/reconnect explained to customer. Customer asked to log time/date of problem calls for further investigation. Tech support identified and remedied the circumstance with a system change on 5/25/05 and customer was notified.
5/4/2005	Disconnect/reconnect during calls	5/4/05, 5/25/05	Cause and potential remedies of disconnect/reconnect explained to customer. Customer asked to log time/date of problem calls for further investigation. Tech support identified and remedied the circumstance with a system change on 5/25/05 and customer was notified.
5/5/2005	Disconnect/reconnect during calls	5/5/2005	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect may be occurring and sent letter with tips to reduce their occurrence. Also suggested contacting phone company to check the quality of their phone line. Customer later reported satisfied with CapTel performance.
5/12/2005	Disconnect/reconnect during calls	5/13/2005	Explained to customer why disconnect/reconnect might be occurring and send email with tips to reduce their occurrence. Customer later confirmed all is well.
5/27/2005	Dialing issue	5/27/2005	Technical support corrected regional 800 number so Cap Tel user can successfully make captioned calls to 800 number. Remedy provided.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6/12/2004	Customer explains CA did not follow her instructions. The customer states she specifically told her not to announce or explain relay. The instructions were ignored. The customer wants the CA's supervisor to write a letter explaining the action that is being taken.	6/12/2004	Apologized and told customer that the supervisor would be notified. Supervisor met with CA to review procedures and follow customer's instructions.
06/14/04	Agent 5125 was said to be "rude", didnt respond with any info and hung up on the caller. Thanked caller for the notice. No follow up.	06/18/04	CA coached by supervisor to keep users informed throughout the call. CA was also coached on proper disconnect procedures. No further follow up needed.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
07/01/04	Caller was upset because SRO CA was not responding. Caller kept asking CA if they were there and there was no response. Apologized to TTY user and advised them SRO may have been having technical difficulties due to servers or delayed response.	07/01/04	Asked TTY user if they would like to be transferred to customer service. TTY agreed. Transferred call.
07/01/04	Customer states she was very specific in her instructions, and the CA did not follow them. The customer advises she told the CA to tell the receptionist to get a specific person on the line so she could speak to her directly. The receptionist transferred the customer to voicemail. The customer is extremely upset that her request was not followed, and she wants the supervisor to contact her by email or try to discuss this matter further.	07/06/04	Apologized. Advised the supervisor would be notified. Pulled operator for a discussion. Operator remembered this call and the circumstances. The operator asked for the specific person requested, and was connected to voicemail by the receptionist. On the call back, operator asked for the person, and the receptionist put call through again to voicemail anyway. Reminded operator of the absolute importance of following customer's instructions.
07/05/04	TTY user made a call, when done they wanted to leave a message on another phone number. Customer stated the CA hung up on them.	07/10/04	Apologized to customer. Customer does not require follow up. Reviewed situation with CA. CA is aware that at no time should he hang up on a customer, however he does not recall anything about this situation.
07/23/04	Voice person called to VCO user and told operator it was a VCO. Operator did not process the call correctly. VCO kept saying GA GA GA GA and the operator did not set up the call.	07/30/04	Told the customer this information would be passed to their supervisor. CA was coached on proper procedures. CA did follow standard procedures for this call. No further contact requested by the customer.
07/23/04	VCO caller had a note in CDB that the FD # was for VCO to TTY. VCO asked CA to dial for VCO to TTY but CA did not use FO. CA asked for NBR to dial.	07/30/04	Apologized for the problem and said I would have the CA's supervisor review DCB and FD procedures and I dialed the call using FD. Unfortunately, even though I had locked the call I got inbound disconnect just as call rang out so call was not completed. CA was coached on FD numbers and procedure to follow when name given and no phone number. No further contact requested by customer.
07/31/04	Customer said that the agent was too stupid to understand to dial the Chicago Illinois directory assistance with the area code she gave the agent (312). Instead, she dialed the wrong area code and was also rude to the VCO user.	08/16/04	Apologized to the customer for the time and trouble. Customer does not request follow up. CA coached on proper procedure. CA followed procedure.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/02/04	TTY user made a call and was on hold. After the macro finished CA typed "(what Q)". The TTY user explained what Q meant and after waited for a CA to re-send holding macro. Operator did not send any message or holding macro. TTY user tried to find out if they were still on hold but CA did not respond.	08/02/04	Supervisor apologized for inconvenience and told it would be forwarded to appropriate center.
08/04/04	Customer was not satisfied with operator's knowledge of procedure. In customer notes it says do not type the ans machine recording, so the operator sends "go ahead and leave message," then operator types "no answer".	08/04/04	Apologized to customer. Operator was coached on proper call processing procedure.
08/06/04	Customer was calling an outbound answering to leave a message as the CA was leaving the message he did not send any macros and did not let the customer know that he was leaving it.	08/24/04	Apologized to the customer several times. CA coached on proper answering machine procedures.
08/06/04	Customer called the relay to file a complaint against another CA and requested a supervisor. CA failed to inform the customer that she was receiving assistance so the customer decided to file a complaint against CA 5148 as well.	08/16/04	Apologized to the customer. CA coached on proper procedure. Sent email to customer.
08/06/04	Caller said agent did not follow their instruction for the call.	08/16/04	Apologized for the problem and sent the complaint. CA advised to follow customer instructions.
08/15/04	IL VCO customer says that when she was given the "GA" to leave message she did so then agent told her she was redialing to leave message. She had already left message and wondered why agent was redialing to leave message.	08/23/04	Apologized for the problem and explained that a complaint would be written up and sent to this agent's supervisor.
08/19/04	TTY user called in complaining about the service on Sprint Relay Online. Agent 7909F disconnected the call. Customer was very disappointed in SRO but when on to say that it might be a problem with the actual computers in the centers.	08/23/04	Apologized for the service. Discussed call with agent. While customer was speaking, agent received red disconnect box. Advised agent that if she had a problem with a call, to contact a supervisor at that time.
08/19/04	TTY user complained about service on Sprint Relay Online. Agent 1116M disconnected their call.	08/23/04	Discussed call with agent. Advised agent that if she had a problem with a call, to contact a supervisor at that time.

08/23/04	Customer was upset that the CA would not answer why the CA did not receive the nbr the first time.	8/30/2004	<p>Discussion with CA. CA handled call correctly.</p> <p>The CA did do the call correctly. There is no consumer contact info for follow up.</p>
08/25/04	VCO unable to dial 800 number through IL Relay with MN operator. Line always busy. Operator tried for 90 seconds. Customer states it is very unlikely the line was busy for that length of time. VCO customer believes the problem is with specific call center.	08/30/04	<p>Apologized for problem encountered advised complaint and trouble ticket would be entered. Tech called. Made test calls onto the floor and all connected each time.</p>
08/25/04	VCO customer unable to dial 800 number via Relay. Number is for entire state of Illinois but call would not go through using Regional 800.	08/30/04	<p>Apologized for problem encountered. Advised complaint and trouble ticket would be opened. Tech stated that line had been disconnected and no longer in service.</p> <p>Center dealt with issue. There is no consumer contact info to conduct follow up.</p>

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/13/04	VCO CALLER COMMENTS; "Agent 4040f didn't respond. I waited one minute before she sent the number I was calling. I voiced again, and this agent didn't respond. She doesn't know what she is doing." Response: "Thank you for your feed back. I will pass this information to the call center manager for follow up."	10/26/04	Agent 4040f didn't remember this particular call. However, the agent was coached on VCO call procedures and was reminded to signal with her red cup if she needs assistance.
10/14/04	Nature of complaint: CA played game with me by typing too fast, then too slow. I called her a bitch and told her it's an emergency. Call my dad. I interrupted her and called her a bitch. She ignored me. What's up with her. Is she sick of me? Response to customer: The supervisor will be happy to document this situation discussed with the CA mentioned. Apologies for the inconvenience this caused. Is follow up necessary? yes e-mail	10/16/04	Met with operator and she couldn't think of any reason why she would be delayed on her typing unless there was garbling on the screen. She understood she was to dial out numbers and respond properly and will continue to do her best. e-mailed customer 10/19/04 and informed her that we met with the operator. Thanked the caller. Faxed to SC Relay 10/15/04
10/20/04	Nature of complaint: Voice caller gave CA a number to dial, explained her mom is VCO and may answer with an agent. Dialed outbound said go ahead (not responsive) said go ahead again, then hung up. Voice caller said what's going on, redial agent redialed. The outbound VCO ans. Go ahead (no response?) Inbound was upset and hung up. Response to customer: Apologized to customer. Informed her this would be forwarded to the agent's manager. Is follow up necessary? no	10/27/04	Agent was coached on proper procedures.
10/26/04	TTY CUSTOMER COMMENTS: "I gave agent 5150f a number to dial. I don't believe she reached a TTY. The operator dialed the number and got a voice person. I don't believe agent 5150f dialed the number given." CSR: "My apologies for this problem. Would you like a call back after the operator meets with me?" Follow up needed	10/26/04	Agent 5150f followed proper procedure.
10/29/04	Caller says her Caller ID Block is not working. Her number is being transmitted even though her number is permanently blocked in the relay system. RCS response: I apologized for the problem and opened TT 100 1841264 Follow up is required for problem resolution.	05/28/05	Called on 6/7 at 10:07 AM, 6/15 at 10:13 AM, 6/16 at 12:09 PM and there was no answer nor a answering machine. Contact is closed.

10/29/04	TTY CUSTOMER COMMENTS: "Agent 1545 told me DA is not allowed through relay." CSR: I Apologize for your inconvenience. I will be sure to inform the agent's supervisor for follow up.	11/01/04	Agent 1545 followed procedures when informing this customer that DA was not allowed from their calling area, per computer message.
10/31/04	VCO CALLER COMMENTS: "I asked agent 1630f to dial DA. The agent told me the computer would not allow dialing to DA." CSR: "My apologies."	11/01/04	Agent 1630f followed proper procedures when informing the customer that the computer message states "DA not available from this area."

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/02/04	The line was answered by a recorded ans machine. CA did not gender it because it was a recording. The TTY user asked if it was a male or a female voice on the answering machine and the CA would only tell her that it was a recorded message, not M or F.	11/22/04	CA followed proper procedure.
11/02/04	Frustrated with Relay Online. It takes a long time for the agent to type back, also the agent thinks the TTY had hung up when they are still there.	04/15/05	Account Manager is aware of customer's concerns.
11/05/04	Customer was upset about the delay for VCO users. She was also upset about her frequently dialed information.	11/05/04	Thanked the customer for complaint and apologized. The customer was upset with the responses of thank you and sorry and she disconnected.
11/10/04	Customer reports CA dialed number requested then CA typed "hold now transferring". Call was received by Relay Customer Service. Customer does not understand why call was transferred to Relay Customer Service and no explanation why CA did so. CA did not follow instructions. Customer reports continual problems to CA's and requests all CA's be trained properly.	12/09/04	Apologized for problem encountered. Advised complaint would be forwardd to Act Mgr. No CA ID provided. Unable to determine CA's location.
11/11/04	Agent did not keep VCO caller informed and kept typing (VR msg left) GA or SK. The caller was never given the chance to say what this msg was. Caller asked to speak to supervisor and was disconnected.	11/11/04	CA coached on proper VCO and disconnecting procedures, and how to handle a request for a supervisor.
11/23/04	Voice person told operator that the VCO would answer with hello. VCO hung up.	11/29/04	Met with CA; said she remembered the call. Also said she got confused when VCO answered the phone. Went over call steps with CA. CA properly demonstrated correct knowledge of call processing at end of
11/24/04	I tried calling my deaf mother who is a VCO caller. I told the operator she would answer VCO. The operator did not listen and did not put the call through. Instead they said it was a voice caller answering and hung up.	12/14/04	CA refreshed regarding proper procedure.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/02/04	Was told by agent 3893 that its not possible to transfer him to Sprint acct mgr. Also, wanted to placed a TTY to CAPTEL. Since several agents would not be able to place the calls and others were able to. Even he was told that this type of call is not possible and yet some agents were able to process the call. He had to instruct the agents how it work in order for agent to place the calls.	12/02/04	I explained that due to limited technical capability Relay centers is unable to transfer to Sprint Acct Mgr and provide him Emma Danileson's phone nbr. I also attempted to explain that TTY to CAPTEL is not possible thru Relay. I also refered him to Emma as to why Relay can not process TTY to CAPTEL for further explanation. The customer did not request a follow up.
12/06/04	CUST SAID THERE WAS A LOT OF GARBLING. THEY ONLY GOT "CRACKING UP" THEY GOT HUNG UP ON. CUST STATED, WHEN SHE ATTEMPTED TO INTERRUPT THEM CA WOULD IGNORE HER. I APOLOGIZED FOR HER INCONVENIENCE AND TOLD HER SHE WOULD BE CONTACTED.	05/31/05	Agent does not remember call. Reviewed procedures with agent.
12/06/04	Agent did not follow customer's instructions to let outbound TTY customer know it was IL relay and to tap keys so outbound would know to use TTY. Thanked customer and said I would forward their comments on. No follow up needed.	12/10/04	Agent attempted to explain to customer that relay sends a macro with IRC in it. Agent did not think to just not send the macro and instead to type out Illinois Relay Center to customer. Coached agent to ring for sup if confused by requests.
12/09/04	Customer stated that this agent did not follow his instructions. The customer specifically told the agent not to announce or explain relay and the agent explained relay anyway. Apologized for the problem and assured that the complaint would be sent in as stated so that the problem could be investigated further.	12/14/04	CA does not specifically recall this particular call. CA was coached on proper procedure regarding "do not announce and do not explain"
12/25/04	Agent did not let customer know what was going on during call; no response from relay. Apologized and said would follow up with agent and let customer know. customer would like a phone call regarding outcome; however, no phone number was provided by TL taking the complaint.	12/25/04	Person that answered phone was not familiar with relay and hung up. Agent let customer know person hung up and there was no response from the TTY user. After appropriate procedures were followed with no response from the TTY user the agent hung up.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/04/05	Agent dialed wrong number. Apologized for inconvenience and would pass on to immediate supervisor. No follow up needed with customer.	01/05/05	CA 1831 was not working at that time.
01/08/05	Agent dialed wrong number. Apologized for inconvenience. Customer will call back for follow up.	01/08/05	Agent could not remember call. Reviewed proper procedures with agent. Customer called back at 2:21 pm same day. Told customer that procedures were reviewed. Customer was satisfied.
01/09/05	Customer said the message was garbled after the number was given to dial. Customer said the message remained garbled throughout the rest of the call (Customer notes said to disable turbo-code). Apologized to customer and said a customer contact would be filled out and sent to	01/09/05	Operator was questioned about this. Garbling sometimes happens, and when it does, the operator should fill out a trouble ticket - this was explained to the operator. This was not the operator's fault. As no trouble ticket was submitted, the problem could not be checked.
01/16/05	A person called to say that when dialing her mother at 708-946-3320 she was being connected to the Illinois Relay Service. When I made a couple of test calls to the number I got a recording saying, "We're sorry your call cannot be completed as this time." I suggested she call her LEC as well.	04/07/05	I made several test calls to this number and reached the mother directly. She said that her daughter has called her and it was working fine. It must have been during that time when her LEC was having problems with their network. The case is closed.
01/17/05	FL voice caller using ILRS toll free number and 711 from FL, unable to use her prepaid ATT calling card, to reach IL TTY number but can call number direct. Customer checked with ATT ppd CS/Supervisor, who got same response. I test called through ILRS with CA and the card verified 595 minutes left to use but only got 2 beeps after ringing 3 times to number. I was unable to connect to the same number direct with card. I spoke with ATT ppd CS who said it appears to be routing issue with LEC. I was able to reach a different number using the ppd card dialing direct. Apologized for problem, referred customer to check with LEC also. TT#2313537 Customer wants contact with resolution.	03/04/05	Called the customer on 6/13 at 3 PM, 6/14 at 11:15 AM and 6/14 at 4:45 PM. Left a message each time with my number for the customer to call me back. Have not heard back from her yet. Case is closed.
01/18/05	TTY customer stated that the operator refused to disable turbo code per database instructions. Also	01/25/05	CA coached on proper procedure for disabling turbo code and reading database notes.

	stated that when they gave the operator a number, the operator would send sk and send (UR MSG GARBLED) macro and then disconnected. TTY customer felt that there was no garbling and the operator was just refusing the call. Customer does not wish further contact. Thanked customer and apologized for the situation.		
01/18/05	Tried to call in to SRO numerous times. Kept reaching agent 9022F. She wouldn't place the call and gave him a hard time about it before hanging up on him. He said this happened five times. Apologized for inconvenience. No follow up needed with customer.	01/19/05	Met with agent, and she remembered the call. Agent stated that the customer kept calling thru the French-Creole gate requesting to place a regular English to English call. She informed the customer that she could not follow up with her request. Let agent know that if a similar situation like this one were to happen again, to get a supervisor so they can inform the caller that they are reaching the wrong gate.
01/23/05	TTY user reports that agent did not process call per instructions. Requested agent to leave typed msg on ans mach but agent did not respond to TTY user's questions & did not keep caller informed then disconnected without sending "ur msg left." TTY user was unsure if msg was received or not (apologized for problem encountered) Customer did not request contact	01/25/05	Agent does not remember call. Reviewed proper procedures with agent.
01/23/05	CA would not give name of person on the answering machine. Apologized for inconvenience; said would let the CA's supervisor know. Customer would like follow up by mail.	01/23/05	Letter sent to customer. No response received.
01/24/05	Voice customer said that she had placed a call to her Grandmother who is a VCO user. She said the CA would not answer her questions or let her know if the message had been transmitted okay. She said the CA told her she could not be part of the conversation. She said the CA had a rude tone, was not helpful and would not answer questions directed to her. Customer did not have the CA ID number	01/24/05	No CA ID number provided for follow up I apologized for the rude tone. I also explained how CAs are to remain transparent on calls and cannot become involved in conversations. I also suggested in the future that if she does not get the CA ID number when placing the call, she can ask at any time during Relay for the ID number and CAs are required to give it.

01/26/05	VCO user complains that agents should be able to tell them what was said after a call has hung up, as vital information may be lost. I apologized for the problem, explaining relay is bound by stringent guidelines and contracts we must adhere to. Customer does want contact from account manager.	03/07/05	<p>I sent an e-mail to the customer explaining our policy that agents cannot tell them what was said after the hearing party has hung up. The customer stated that she is aware of our policy, but is concerned about situations where the TTY user has gotten garbling in the last thing said by the hearing party and then doesn't get to follow up on a request by the hearing party. The hearing party would not know this happened and it could cause problems for the TTY user. Customer still feels that this policy could be changed.</p> <p>I communicated with the customer via e-mail about our policy and she stated that she is aware of our policy, but is concerned about situations where TTY user has gotten garbling in the last thing said by the hearing party and then does not get a follow up on a request by the hearing party. The hearing party would not know this occurred and it could cause problems for the TTY user. Customer still feels that the policy could be changed.</p>
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Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/01/05	Customer advises the operator was rude, and the pinnacle was when the operator told her to shut up. The customer stated she explained that there cannot be a tty to VRS call. Apologized. Follow up requested.	02/03/05	2/1/05 and 2/3/05 - Met with oper and she did not recall telling the VRS interpreter to shut up; however, she did have a firm voice tone. Informed her of the consequences of being rude to customers and to be aware of her voice tone. Also coached her that we do not process TTY to VRS calls. Emailed to VRS explaining the resolution on 2/3/05.
02/04/05	IL VCO user dialing IL TTY number complains she keeps getting cut off by relay for her incoming calls. She can not communicate with her family. I apologized, provided the IL VCO number, suggested she answer her calls as "Hello VCO GA," and agreed to enter a trouble ticket. In test calling her number, caller was unable to receive any typing. Referred her to the state equipment program to have her equipment looked at. TT#2354490. Customer does want contact with resolution.	03/25/05	I spoke with customer's daughter who informed me that her mother received a CapTel phone and she loves it. This has resolved her problem and it has worked out well for her. She thanked me for following up with her.
02/16/05	Autistic student is being taught to become independent and calls to a toll free number for his bus transportation. The CA did not use reg 800, rather she told the customer the 800 number could not be accessed from the calling area. This happened twice. The teacher was assisting the student. The student also typed instructions: no shortcuts. A previous CA told them that would ensure the CA didn't type abbreviations. The CA told the customer she didn't know what he was talking about. The call was frustrating for the student and the teacher. Student needs consistency. Apologized. Advised our standardized customer notes would say no abbreviations. No follow up.	02/16/05	Discussed issue with CA who did remember the call. CA states that they weren't sure what the TTY was requesting with "shortcuts" so CA asked caller to clarify what they meant. CA also states that per customer notes, CA followed different procedure to try to reach number given (different #800). Went over procedures with CA regarding dialing #800. CA is aware of how to do #800 calls. Also suggested different phrases to use when CA did not understand caller instructions.
02/25/05	Illinois tty customer complains that they could not read agent's typing. They could read customer service clearly.	03/03/05	3/3/05 at 7:00pm Met with Opr and reminded her of how to adjust typing speed in order to decrease garbling. Opr now understands. Cust did not request follow up.
02/28/05	The agent didn't use reg 800. The customer's instructor was overseeing several calls & states its "frustrating to reach agents who do not know regional calling procedure. It seems to be a problem with the "6" center." The student is dependent on bus transportation, and he needs to become confident in using his tty to contact them. Apologized. Recommended that the customer ask for a supervisor when the problem happens again. No follow up.	02/28/05	Agent did not remember the call. Supervisor coached agent on regional 800 procedures.

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03/04/05	Customer gave agent the number to dial and the agent never responded to the customer. After several minutes the customer hung up. I apologized to the customer and informed them would let the agents' supervisor know. Customer wants a follow up by phone call.	03/05/05	CA heard TTY tones while the call was rolling over voice and ASCII lines. CA immediately switched to the TTY line in hopes to capture TTY text across the screen however, to no avail, the attempt failed. The customer disconnected the call according to CA. The above mentioned complaint confirmed CA's statement. Had the TTY user stayed on a few more minutes, the connection would have been made. Details of the follow up call with TTY customer is pending. I could not get a hold of the customer via phone. Called and left messages on TTY user's answering machine on 3/4 @ 16:55, 3/5 @ 10:15 and 14:15. At the last attempt in reaching to the customer, I left a msg briefly explaining what was discussed between supvr. and operator and left our office nbr. if the customer has any further questions to ask. This complaint is officially closed. 3/5/05
03/05/05	Customer states that the CA hung up on them before their call was placed. RCS apologized for the problem. No follow up requested.	03/05/05	Spoke with CA 1710 about this issue. He did not recall hanging up on anyone. He said he had waited the appropriate time and showed knowledge of correct disconnect procedures. CA remembered having a couple of those around the time the complaint was taken. For some reason the dialing information must not have been received by CA 1710. He does know proper procedures for disconnection without a supervisor when he was questioned.
03/05/05	Customer states that CA disconnected them before their call was placed. RCS apologized to customer. No follow up requested.	03/05/05	The agent does not remember the call. The agent reviewed the proper disconnect procedures and was advised on the consequences of deliberately disconnecting calls. Agent understood.
03/07/05	Customer told agent phone would be answered VCO. VCO customer answered and said GA several times and agent did not get call connected. Apologized to customer for inconvenience.	03/07/05	Coached agent on proper procedures connecting VCO call.
03/07/05	On 3/4/05 customer gave agent 8982M number to dial and the agent never responded to the customer. After several minutes the customer hung up. Supervisor apologized to the customer for the inconvenience and informed them he would let the agent's supervisor know. Customer did request a call back.	03/13/05	Met with and discussed this complaint with CA. The CA apologized for the incident and thinks the problem in contributing to the delay in response time was the headset that wasn't working properly when the call dropped in. A new headset was given to CA to prevent possible problem from recurring. Will follow-up with the customer soon and let the customer know about the incident and apologize for the inconvenience we've caused. I have attempted to reach the customer several times. I left a message this morning giving a brief description of the complaint and that is has been followed up with the CA. The CA understood the reason behind the complaint. Left the phone number if the customer wants to call and ask questions.

03/09/05	CA was asked to contact supervisor and refused to do so. CA also failed to inform caller that everything is typed to the caller. Caller felt that CA was being rude. Caller would like to be contacted.	03/15/05	3/15/05 Discussed complaint with CA 1463F. CA said the call was in Relay mode and the Outbound voice person wanted to speak to a supervisor. The CA typed what the person said, the Inbound TTY did not agree to a supervisor. The CA did inform the voice person that everything was being typed. Supervisor Mari was plugged in for 1/2 hour on this call and verified that the CA did follow correct procedure and was not rude. The TTY user also complimented the CA after the call for handling the call so well. Called consumer on April 5th and closed the issue with her.
03/16/05	Customer Complaint: VCO customer reported that the CA did not let the hearing person know when it was their turn to begin speaking. They just sit there and wait and wait and do not reply. Customer Service Response: Apologized for inconvenience and told her the report would be sent to the call center supervisor. No follow up requested.	03/16/05	Coached agent on proper VCO procedures.
03/16/05	Customer Complaint: VCO caller said that the VCO branding is not working consistently, and CA is not following notes that indicate they are VCO customer. Kept typing their CA ID number and "voice or type now", but never heard her giving the number to dial. Customer Service response: Apologized to the customer for the inconvenience and explained the dropped branding may be due to technical problem. CA ID number was provided to track the dropped branding location/call center. The number also was not branded and no note appeared during call to CS. Rebranded the VCO and added note, "VCO CUSTOMER" Provided Acct. Mgr. contact number and email address. No follow up requested.	03/16/05	Reviewed proper procedures with agent. Agent demonstrated proper knowledge of branding calls VCO if needed and proper knowledge of VCO procedures.
03/17/05	VCO customer found it very frustrating when the agent was not able to set up VCO call correctly the first time. I suggested her number to be branded as VCO and she then stated that she had her number branded many times and Sprint for whatever reason continue to "lose" her branding. She was frustrated to having to constantly request her number to be branded. She wants her number 708-366-2323 ext nbr 166 to be permanently branded. I apologized and assured her that her number will be branded and this issues will be forward to appropriate personnel for resolution and for branding. No follow up needed.	03/17/05	CA # 1408M not assigned to any current agent. Unable to do any further followup.

03/17/05	At 1030 am the VCO customer stated that when she called into relay and got agent 6720, she typed "VCO pls" and she got the typed message from the agent, "the number you're calling to". VCO expected the agent to open up the line for her to provide the number however this agent ask for the number twice before it "dawn" on the agent that she is a VCO customer. The VCO customer find this very frustrating when the agent does not immediately set up a VCO call. Apologized to the customer and assured that this will be forwarded to appropriate personnel for a follow up with this agent. No follow up needed with VCO. (Customer did not come in branded-see other customer contact for branding issue)	03/17/05	This was not agent's error as the agent remembered the call clearly. When the agent attempted to open the gate to hear the VCO user, there was only "dead air". Agent re-sent the "voice now" macro several times to open the gage. Eventually the customer hung up.
03/25/05	The voice person attempted to place a call to a VCO customer at 954 am and stated that the agent 1252F did not set up the VCO call properly which was frustrating. Apologized for the inconvenience and offered him my assistance in processing his call. No follow up needed.	03/25/05	The call was placed using the same agent 1252F. The agent was observed setting up the call correctly however it was a VCO who displayed unfamiliarity with the relay set up. Several attempts were made to prompt the VCO to speak to no avail. Agent displayed familiarity in VCO call set up.
03/30/05	Agent disconnected call while voice person was talking and never let the VCO user know what happened. Thanked caller for informing us said would pass on to appropriate supervisor. No follow up needed.	03/30/05	Checked schedule and CA 1212 was not working on 3/30/05, the date the customer contact was created. Contact did not specify the date and time of the actual call so follow up with CA was unable to be performed.
03/30/05	Speech to Speech customer reported that CA disconnected his call when second CA took over the call. The CA did not inform him that another CA was taking over the call (apologized for problem encountered and advised that the problem could have been technical apologized for any inconvenience). Customer requests contact .	04/06/05	Agent does not remember this call but is aware of correct procedures for taking a call over and the consequences of disconnecting a call. No ans w/follow up call at nbr provided. 4/4, 4/4, 4/5

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/07/05	Agent did not gender on answering machine. Thanked caller. Caller would like a call back at number given.	04/07/05	Coached agent on importance of gendering. Called customer back at 8:45 pm on 4/6/05. Told customer that agent was coached on issue. Apologized for the inconvenience.
04/08/05	Customer stated that she works as therapist in the Psychiatry and Behavioral Health in Mt Sinai Hospital in Chicago. She stated that she was informed of a suicidal call made thru relay the evening before (7th of April). The call was placed at 932 pm with agent 6079 leaving message in their ans mach. She wanted to know if emergency personnel was contacted in this situation and the protocol of such situation. I explained the relay protocol that the agent can not initiate the emergency protocol unless the caller initially stated the call being "emergency". I offered her to be transferred to customer service for further assistance. Follow up needed.	04/08/05	Spoke with agent. Agent clearly remembered the call. Agent questioned whether to put call through as 911, but customer did not request 911, only requested to leave message. Agent not at error. Called customer back at 3:30 pm on 4/11/05. Left message on ans mach. Called customer again at 4:32 pm on 4/14/05. Left message on ans mach. Called customer third and final time at 11:06 am on 4/15/05. Left message on ans mach explaining that CA followed proper call procedures. Left my number in case customer would like to speak to me. Contact closed.
04/16/05	Customer thought the agent had hung up on them. Wanted supervisor to talk with agent to find out and let her know. Thanked caller for feedback.	04/16/05	Spoke with agent. Computer showed the inbound hung up. Agent informed the outbound caller and the computer timed out. NOT AGENT ERROR. Informed customer of findings. Matter resolved to caller's satisfaction. Caller thanked supervisor and was happy the matter was settled.
04/16/05	Agent asked the caller to repeat when the message was garbled. Caller was upset that she had to repeat. Thanked caller for feedback. No call back needed.	04/16/05	Coached agent on disabling turbocode to clear up garble.
04/18/05	Agent hung up on me. Thanked caller. Customer would like a phone call regarding outcome of the situation.	04/18/05	Agent meant to switch to VCO; hit wrong button and disconnected caller instead. Coached agent. Called customer at 5:45 pm to explain what happened; customer satisfied.
04/22/05	VCO customer states that supervisor hung up on her but she did not get the ID number. Customer states that when she asked for supervisor ID number, the supervisor hung up on her. Customer wants a call back immediately tonight.	04/22/05	I called 847 544 4334 and left a message last week and called back today, but was told it was a wrong number and that there wasn't anyone by the name of Annette Owens who worked there. I cannot follow up with this customer due to the wrong telephone number. This case is closed.
04/24/05	Asked operator 9151 to place a call and instead of dialing it, he hung up on customer. Thanked customer for her feedback and told her we would follow up on this with the correct center. Customer would like a call back with resolution.	04/24/05	Met with agent, did not remember the call. Agent stated he would not hang up on a customer. Informed agent on the severity of hanging up on a customer, which can lead to and including termination. Quality manager spoke with customer with a follow up on the resolution.
04/25/05	Customer stated this agent hung up on her, she says the CA asked "VCO or type now" then she got no response.	04/25/05	Met with agent, stated did not remember this call, however, sometimes calls come in on voice line and I do proper procedures by announcing 2

	Incidentally the person taking this complaint says that she could hear the customer saying "hello, are you there, why aren't u answering". So there may be an issue with the customer's equipment. Customer provided name only. Did not provide address or email address. F/U can not be done without appropriate information.		times, switch data line, and if no response, i announce again on voice line, then disconnect if no response. Customer only provided name. Therefore, no further investigation an be done.
04/25/05	Voice customer concerned that her son who uses Braillex is having equipment issues and connecting with 711 is inconsistent. Customer has been working with local telephone co and equipment provider. Customer also wants the relay technician to check this. Apologized for problem and suggested she may want to check with the Braillex manufacturer for advice and informed her that I will ask the relay technicians to look into the issue as well. Entered TT 2514079 No contact from AM, but requested relay tech to call her.	04/25/05	Customer calls are answered based upon last known answer type. In multiple user households, the last user to dial the relay service would determine how the call was answered at the call center. Customer should contact manufacturer for further assistance.
04/26/05	CA dialed sent ringing macro then paused. I typed "what happened?" Relay refused to answer me. Hung up on me for no reason. Apologized. CA would be met with and supervisor would call back.	05/02/05	Coached agent on keeping customer informed; coached to ring for supervisor if needed. Called customer 4/29/05 at 2:07 pm - no answer Called customer 5/2/05 at 2:23 pm - no answer Called customer 5/2/05 at 7:10 pm - busy Attempted to reach customer 3 times; contact closed.
04/28/05	At 1215 pm yesterday, customer stated that the agent asked for the calling to number. Customer stated that he is using a E Turbo and the number should be shown on the dialing to window. Stated that in the last couple days of the 5 calls placed, only one agent was able to process his call without having to provide the number. Apologized for the inconvenience and also stated that our screen did not identify him using E Turbo. Unable to obtain his phone number in order to put into Trouble Ticketing system. No follow up needed.	04/28/05	Attributed to technical problem since I was able to observed his call and our computer did not identify E Turbo. Agent followed proper procedure.
04/28/05	TTY customer said that the operator disconnected him. He had just given the number to dial and his line was disconnected. I apologized and told the customer that I would follow up with the operator. No follow up necessary	04/28/05	CA said that he accidentally hit F1 that it was not intentional. Coached CA on being especially careful and alert to avoid accidents.
04/28/05	The customer stated that in the last couple days the agent would not process E Turbo call. Agent had to ask for the	04/28/05	Reviewed proper E turbo procedures with agent.

	calling to number. Out of 5 agents only one agent did not ask for calling to number. Felt that there may be an additional training needed on this aspect of call processing. Customer could not specify the day and time of occurrence with this particular CA. Apologized to the customer for the inconvenience this may have caused also I explained that our screen did not identify his call as E turbo so a technical problem may be the reason. Unable to obtain his phone number in order to put into Trouble Ticketing system. No follow up needed.		
04/28/05	The customer stated that in the last couple days the agent would not process E Turbo call. Agent had to ask for the calling to number. Out of 5 agents only one agent did not ask for calling to number. Felt that there may be an additional training needed on this aspect of call processing. Customer could not specify the day and time of occurrence with this particular agent. Apologized for the inconvenience this may have caused also I explained that our screen did not identify this call as E Turbo so a technical problem may be the reason. Unable to obtain his phone number in order to put into Trouble Ticketing system. No follow up needed.	04/28/05	Reviewed proper E turbo procedures with agent.
04/28/05	TTY user stated that agent 1242F hung up on her.	04/28/05	<p>Spoke with CA and she remembered the call. She stated she did not hang up. She said the inbound kept saying "I don't understand what you are saying". The CA asked for the number to dial a couple of times and the Inbound (VCO on this call) just kept saying "I don't understand what you are saying". CA stated the inbound hung up. CA received the disconnect flag. (possible garbling issue)</p> <p>Tried to call on 4/29 but it rang, then didn't, no answer, no machine, just dead air. Tried calling back later and got busy signals. Will try again nxt wk.</p> <p>Tried calling again on 5/17 & 5/18 (she has the same issue on ticket nbr K641277788 and has submitted several complaints recently with the same issue). I can not connect with her, phone rings, then goes dead.</p> <p>This consumer has called several times recently with the same issues (CAs hanging up on her). When I call her back, her phone rings, then goes dead, no person, no machine. I had Emma with Sprint try to contact her since they are both in the same state; she was unable to as well.</p>

04/29/05	A IL TTY user called to say the agent hung up on her before the call even began. RCS: Apologized for the handling of the call. Contact wanted from Agents Supervisor	04/29/05	Made 3 attempts to contact customer. Each time something picked up but no response. There was no ans mach to leave message on. The contact attempts time and date were as follows: 5/3/05 9:10 am 5/3/05 3:00 pm 5/4/05 12:45pm All eastern standard time. Met with agent stated did not disconnect customer went thru proper procedures: announced twice on voice line, switch to data line, it automatically switched back to voice line, announced twice again, switched to data line, it automatically switched back to voice line again then disconnect. The agent is aware of the consequences of disconnecting calls if not done by procedures.
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Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/01/05	The customer states the agent hung up on her for no apparent reason. Her notes say VCO or type; it's branded VCO. The customer said she typed the word "type," and the line disconnected. Apologized. Explained to customer that it could have been a technical problem. Explained CA would jeopardize his job by disconnecting a call. Follow up requested.	05/01/05	It appears that the consumer may need a bit of coaching on use of VCO, it also appears that something is wrong with her phone line. On April 28th, I got the same issue from the same person (see K64657971). I tried to call her, but the phone rang, then goes dead. No answer, no machine, no more ring. The phone co wont let me report it because they told me that "the consumer needs to contact the phone company." I've been trying to call the consumer since the other day, and I can not get through so I'm going to close this ticket, I would have closed the other but it is pending in CS Live and I can't get in it (but I did make a note in there the other day).
05/01/05	A TTY customer called to complain that the agent disconnected her in the middle of her call. Apologized for inconvenience. Follow-up requested at number provided.	05/04/05	Made 3 attempts to contact customer. Each time something picked up but no response. There was no ans mach to leave msg. The 3 attempted contacts were as follows: 5/3/05 9:10 am 5/3/05 3:00 Pm 5/4/05 12:45 pm Met with agent stated did not remember call but would never just disconnect a customer. Was coached on the importance of not disconnecting a call without going through correct procedures.
05/02/05	Customer states that the agent hung up on him. Thanked caller for letting us know and informed them that we would forward this to the appropriate supervisor. Follow-up requested.	05/04/05	Attempted to contact customer 3 times. Each time something picked up but no response. There was not ans mach to leave a msg. The 3 attempted contacts were as follows: 5/3/05 9:10 am 5/3/05 3:00 pm 5/4/05 12:45 pm Met with agent stated don't remember call however was coached on the proper procedure for disconnecting calls.
05/08/05	Customer was upset cuz she was trying to call her daughter at 312-255-1980 who is a VCO user and for some reason after the CA pressed F9 the voice user cld not hear her daughter speaking. It was a LD call and she was upset that she was charged for calling her when it was a problem with our equipment. The CA tried calling the OPR to get immediate credit, but the OPR informed her that due to new procedures she needed to wait till she received the bill from ATT before she could dispute it. The caller was very upset and started to become rude. I apologized for her inconveince but to pls not be so rude. She was upset that I was the supervisor and I cid not credit her immediately.	05/08/05	Told customer that I would fill out a customer complaint and have customer service research the issue cuz I did not think that the Sprint Relay SVC was aware that we cid not get immediate credit anymore. She swears this is only an issue that occurs when the MRS center is processing her calls through IL relay. I also gave the woman the customer svc nbr and my name and my ID nbr. She would like immediate credit for this call that was billed to her. The call occured at 10:10pm on 05/08/05. Please contact this woman regarding what you have found out. This was not an issue caused by the CA 1460. I witnessed the call and she processed to according to procedures. I called and left msg, reiterated what other rep told her about contacting AT & T when she gets the bill.
05/09/05	TTY user stated that CA hung up on him/her and wanted to know where the CA was located. I told her I had	05/09/05	Met with CA and he did not remember ever hanging up on a customer and knows never to do so.

	documented that CA hung up on her and that the CA would be coached regarding this matter. Customer wants a follow up via phone.		
05/10/05	Agent disconnected caller. Thanked caller will follow up with agent. Transferred to customer service upon request. No follow up call needed.	05/10/05	Spoke with agent. That was first time agent had caller was when handed phone of me to speak with caller. Agent does not believe they have ever hung up on the customer. Reviewed proper procedures with agent.
05/10/05	Agent hung up on caller on 5/7/05. Thanked caller for feedback. Will pass info on to agent's supervisor. Transferred to customer service upon customer's request. No call back needed.	05/12/05	Discussed call with agent. Agent does not remember this call and is certain she did not disconnect this call. Agent is aware of proper disconnect procedures and of the consequences of disconnecting a caller.
05/10/05	Agent hung up on caller on 5/7/05. Thanked caller for feedback. Will send to agent's supervisor. Transferred to customer service upon customer's request. No follow up call needed.	05/10/05	Agent does not remember this call. Reminded agent of call processing procedures.
05/12/05	CA was transferring to customer service and I got disconnected. Explained to customer that sometimes when transferring and apologized for inconvenience. Said I would forward to appropriate center. Customer wants follow up TONIGHT if at all possible. I told customer I could not guarantee follow up tonight.	05/12/05	<p>I was the one who spoke to her earlier her complaint wasn't that she got disconnected when she was transferred to customer service it was that the outbound caller was disconnecting her. She asked me why and I told her I did not have that information. She asked for customer service so I transferred her. The outbound person she was calling was picking up the phone and hanging up without saying anything so the agent typed (line disconnected) I then explained to her that the call was answered and hung up without anyone saying anything when I could not explain why she wanted customer service. No follow up with agent necessary as disconnect was from outbound.</p> <p>This consumer has recently made several complaints of the same nature when it is really the people she is calling hanging up on her. I have tried to call her after each one of her complaints. However, her phone rings and then goes dead, no answer, no machine, no more ring. It is not possible to contact this consumer.</p>

05/12/05	Inbound TTY upset because the CA interrupted her by dialing out before she was finished typing. She stated she needed to have an SBC operator to place her call and I asked for clarification on whether she wanted an operator or if she just wanted us to use that long distance carrier. While she was typing her response I was attempting to make sure that that long distance company was offered in the COC before changing agents and the call was local and not long distance so it automatically dialed out when I was on the line as well, interrupting her again. The inbound was very upset and felt like both the CA and I were rude in interrupting her while she was typing. Follow up requested.	05/12/05	I apologized and explained that the CA accidentally hit comp and said I was sorry for the frustration. When I attempted to check the COC and it again interrupted her I explained what I was attempting to do and told her that I was very sorry, that I wasn't expecting it to dial out because on a long distance call I would have needed to choose a carrier before dial out. I explained that since the number was local and not long distance she would not need a long distance carrier and that I was sorry that she was interrupted. She was upset about having been interrupted again. I apologized. The inbound typed a message and hung up. I called several times, endless ring, no answer, no machine.
05/12/05	Inbound TTY said that agent 1779 disconnected her call.	05/12/05	I apologized and told her someone would contact her with follow up. Spoke with the CA. She does not remember this particular call but stated she has not hung up on any of her calls and is aware of relay procedure that you are not allowed to disconnect without supervisor approval. I tried to call her several times, it rings, then goes dead, no person, no machine. This consumer has recently called with the same complaint and I never can get a hold of her.
05/23/05	A voice customer called to complain that the agent was rude and did not follow instructions. She had called her deaf grandmother and when her grandfather answered the phone and the relay call was announced, he asked who was calling. The agent refused to relay the question back to the caller. Apologized for rudeness. Explained that agents are certainly allowed to relay that question back to the caller. No follow-up requested.	05/23/05	Customer did not request follow up. We apologized to the customer for the rudeness and explained that agents are allowed to relay questions back to the caller. I acknowledge this and the case is closed.
05/26/05	This contact was originally prepared on 5/23/05 Ticket # K645599955 Delete original with this duplicate A voice customer called to complain that the agent was rude and did not follow instructions. She had called her deaf grandmother and when her grandfather answered the phone and the relay call was announced, he asked who was calling. The agent refused to relay the question back to the caller. Apologized for rudeness. Explained that agents are certainly allowed to relay that question back to the caller. No follow-up requested.	05/26/05	CA said she announced the call but the person did not acknowledge that he had received a relay call before so she did not type his questions. She was not aware that he was the Grandfather. Coached CA on familiarity of service question and the possibility of using judgment to determine acknowledgment.

05/27/05	Agent disconnected call before receiving the number. I apologized to the cust for the inconvenience and informed the cust the complaint has been documented. Will follow up with cust via email.	6/15/2005	Sent an e-mail to customer informing them that supervisor discussed call with the agent. The agent is aware they are not to disconnect calls at anytime.
05/27/05	Voice caller in facility, complains calls disconnect after a few minutes when calling his VCO girlfriend. Apologized explaining there may be time limits set to cause the disconnect, and encouraged them to check with the staff to have local telephone company check the lines as well. TT# Entered 2583407 No contact.	05/27/05	Account Manager acknowledged customer's concerns. Contact is closed.
05/29/05	VCO customer said she had received a call from her daughter and the Agent did not type everything that her daughter said and cut them off. The daughter called her back and her daughter told her that the agent had not typed everything. The customer also said the agents typing was very poor with bad spelling. I apologized to the customer and told her that we would follow up with the agent	05/29/05	No Follow up was requested. Trainer met with agent and coached the agent on the importance of relaying everything and making sure the VCO bridge is open when processing this type of call.
05/30/05	A VCO customer called to complain that the agent disconnected the caller after reaching an answering machine. Apologized. Customer spoke with supervisor Brian, who also apologized. No follow-up requested.	05/30/05	Coached the agent on the importance of typing the entire answering machine message and following proper procedures. No follow up was requested.



Illinois Telecommunications Access Corporation

3001 Montvale Drive • Suite D • Springfield, Illinois 62704
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FAX: 217-698-0942

June 21, 2006

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Rm. TW-B204
Washington, DC 20554

Overnight Mail: DHL

RE: CG Docket 03-0123
and DA 06-1175,
Released: May 31, 2006

Dear Ms. Dortch:

As directed in the above-mentioned Docket and Press Release, enclosed please find four copies of the following:

- The State of Illinois' Sprint TRS and CapTel Annual Complaint Logs, which includes the number of complaints received for the period June 1, 2005 through May 31, 2006, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.
- A summary with the total number of complaints received between June 1, 2005 and May 31, 2006.

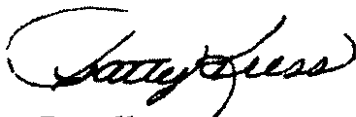
A 3.5 diskette containing the Annual Complaint Log and summary is also enclosed.

In addition, Illinois Commerce Commission staff reported that no TRS or CapTel complaints elevated to that agency from June 1, 2005 through May 31, 2006.

Page 2 of 2
June 21, 2006

Please contact me if you require any additional information.

Sincerely,

A handwritten signature in cursive script, appearing to read "Patty Kress", enclosed within a large, loopy circular flourish.

Patty Kress,
Assistant Director

cc: Emma Danielson, Illinois Account Manager, Sprint Relay (without disk)
Christy Pound, Illinois Commerce Commission, ITAC/ITAP Liaison (without disk)
Pam Gregory, Federal Communications Commission (without disk)

Enclosures: Attachment #1: Four Copies of Annual TRS Complaint Log and CapTel
Complaint Log
Attachment #2: Four Copies of summary of total complaints
1 - 3.5 Diskette
1 - Copy of FCC Public Notice DA 06-1175

Illinois Relay Service – June 1, 2005 through May 31st, 2006

1. Total Number of TRS complaints: 161

Complaint Tracking for IL (06/01/2005-05/31/2006). Total Customer Contacts: 161

Tracking #	Date of Compl.	Agent ID	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
K6410306376	01/03/06	unknown	#29	Customer Complaint: Customer reported that all persons calling to her mother--who is a VCO customer, no caller ID ever transmits when calling through IL Relay. All the numbers do transmit when dialed direct without relay. Provided all the numbers of persons that call to her mother and mother's phone number. Customer Service Response: Apologized for the problem and told her a trouble ticket would be entered (TT# 951009). Also explained that Caller ID is not guaranteed to work 100% of the time through relay due to many variables. Does request follow up call.	01/03/06	She stated that her mother got a CapTel unit and they bought a separate Caller ID so her mother can see who is calling before picking up the phone. This resolved this issue.
K8411409315	01/17/06	N/A	#07	Accuracy of captions	01/17/06	Customer shared feedback regarding accuracy of captions and captioning speed. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested
K6411414761	01/19/06	N/A	#29	Captions - stop in middle of call	01/20/06	Referred customer to contact ITAC for a replacement unit due to a number of factors reported.
K6411414860	01/19/06	N/A	#07	Captions Lag too far behind voice	01/20/06	Customer shared feedback regarding captioning speed. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the da
K6410837177	01/26/06	UNKNOWN	#60	IL Voice caller complains she received scam call via SIP for her ad selling puppies. Apologized explained purpose of relay. No contact wanted. Michelle adding resolution	01/26/06	Educated customer on purpose of relay service.
K6410840439	01/27/06	6205	#03	The customer stated she asked the agent not to type "ga to sk." She requested to leave the "sk" off and just type "ga." After the call ended she asked the agent	01/27/06	Apologized to customer and assured her this would be forwarded to the appropriate supervisor.

				why they typed "sk" and the agent disconnected. Customer requests follow up through e-mail.		The voice caller said "ready to hang up" and the agent typed this per our policy. Also, when the inbound hangs up our macro includes GA TO SK automatically. These follow our verbalim and appropriate macros standards and the macro cannot be changed. Apologized to customer through e-mail and explained our policy. Let customer know she could e-mail back with any clarifications she may need. Listed as Not Agent Error... agent did everything according to procedure. E-mail sent Wednesday, February 1st.
K6410842912	01/30/06	8889F	#03	Customer Complaint: Caller requested that the agent dial "Laon" on her FD list. The agent typed there was no number and asked her to repeat several times. Never dialed out to the number on her FD list for "Leon". Customer Service Response: Apologized for the inconvenience and told her the report would be sent to the call center supervisor. Explained that CS could add a note to her CDB to say, "Uses FD numbers", so the agent would understand where to look when she asks for a number by name. Added note. No follow up requested.	01/30/06	Supervisor coached CA to contact supervisor if have any problems with Frequently Dialed list problems.
K6411413145	01/31/06	N/A	#25	Disconnect/Reconnect during calls	01/31/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
K6411946014	02/06/06	N/A	#33	Billing - General	02/06/06	Set up customer's preference for long distance carrier of choice in the system. Confirmed this resolved customer's experience.
K6411940026	02/07/06	N/A	#33	Billing - General	02/07/06	Set up customer's preferred long distance company in the system and everything is working fine now.
K6411399816	02/09/06	2432 F	#04	Mi TTY user complains on recording agent did not let them know what was going on, just kept typing holding and refused to transfer to supervisor. Apologized, explained agent is trained to keep customers informed and that some holding times can be very long. Explained I would inform the agent supervisor for follow up with agent. No contact wanted.	02/10/06	Agent was coached.
K6411939871	02/10/06	N/A	#29	Dialing Issue - Unable to dial regional 800 number	02/10/06	Technical Support made an adjustment allowing

						CapTel user to successfully make captioned call to regional 800 number
K6411946766	02/20/06	N/A	#33	Billing - General	02/20/06	Technical Support provided a temporary resolution. Working with cellular provider to identify a permanent resolution.
K6411948271	02/21/06	N/A	#21	Compliments for CA/Service	02/21/06	Customer shared with CS Representative that they are so grateful and thankful for the CapTel phone and service and appreciated all the assistance in setting up the Caller ID and answering machine features with the CapTel phone.
K6411958984	02/23/06	N/A	#29	Technical - General	02/23/06	Technical problem identified. Resolution believed to be the solution in progress.
K6411924917	03/06/06	5446	#17	CA was rude to customer by not answering the question of "why they had outbound hang up after getting lots of garbling" Customer wants CA to apologize and CA ignored the question.	03/06/06	Re-assigning to correct center. Agent did not remember the incident but was coached on the proper procedures. Agent was reminded to report any technical difficulties that may result in disconnecting the call. The agent was also reminded of the consequences of disconnecting calls.
K6412571358	03/06/06	N/A	#29	Captions - stop in middle of call	03/06/06	Apologized to customer for experience and thanked them for feedback. Told customer that information would be forwarded for further investigation and follow up.
K6411925863	03/06/06	8697	#29	Customer being blocked from making calls through Relay. Getting error message about LD Carrier. Apologized for the problem and opened Trouble Ticket ID 1276846. Follow up required for problem resolution.	03/06/06	Called twice on April 7 and the line rings once and then disconnects. Customer sent me an email to let me know that he has not had problems with it recently. I asked him to let us know if it happens again.
K6412572479	03/07/06	N/A	#29	Technical - General	03/07/06	External network provider created a software solution that remedied incidence.

K6411931275	03/09/06	8669	#18	CA did not listen carefully. Customer asked to be transferred to billing department. CA typed answering machine recording as "Karen and Billy" when it should have been "Karen in billing."	03/09/06	CA was met with by her team leader on 3/9/06. The team leader coached the CA to pay more attention when typing messages to the customers. Also, when typing recordings or answering machines, if the message is unclear CA was coached to type (UNSURE) rather than guessing as to what was said. CA promised to listen more carefully.
K6411935264	03/09/06	6193	#24	A voice customer complains that she has had intermittent trouble reaching her VCO mother recently. Sometimes the agents tell her the line rings once then disconnects. She and her sister have made test calls with and without relay and most of the time, they get through, but the problem has not vanished entirely and their mother is frustrated. Apologized for inconvenience. Opened TT 1298948. Follow-up requested. Internal Update Performed	03/09/06	Technician made test calls with the customer and there were no problems.
K6412615149	03/10/06	N/A	#29	Technical - General	03/13/06	Technical problem identified. Resolution resolved by network vendor software change.
K6411936427	03/10/06	unknown	#26	Customer states that she is getting garbling on all of her relay calls and now people are telling her that her voice is breaking up and they cannot hear her. RCS response: Apologized for the problem and assured that a trouble ticket would be turned in to the techs. Call back requested Trouble Ticket 1305799	04/10/06	A child answered the phone and hung up on me twice. I called and left a message for the customer to contact me. The customer stated it is better now and rarely experiences garbling. She thanked me for following up with her.
K6411963280	03/13/06	unknown	#29	IL VCO user complains her callers can not hear her when using her cordless phone with her TTY device. Apologized, explained I will let the technicians know the problem. Entered TT 1313817 Customer does want contact with resolution.	03/13/06	CA stated that she remembers this customer having problems being heard. We checked with other CAs who have worked on that position and nobody is having problems with VCO users not being heard. 3/13/06 - 4:45 pm MST - tried to call Ms Brink again through the Relay - no answer. Will try again tomorrow. 3/14/06 - 9:30 am MST - no answer.

						3/14/06 - 1:40 pm MST - no answer. Since there was no answer by telephone, sent an e-mail letting her know that we believe it is her cordless phone that is causing the problem.
K6411965422	03/14/06	2354	#02	Customer notes state to only type (ans mach playing) rather than type the message. Customer asked the agent why they did not do that and the agent sent (one moment pls). The customer then states that the agent hung up on her. Apologized to the customer and informed her that we would forward this to the appropriate supervisor. Customer wishes to have follow-up via phone call.	03/14/06	This agent is no longer employed with CSD as of 03/13/2006 therefore further investigation could not be done. Informing customer via phone 3/14/2006.
K6411967863	03/14/06	6193	#25	<p>Customer has already contacted CS before and spoken to Liz about this problem. While calling her mother, sometimes the line rings once and disconnects. Liz instructed her to call into CS everytime this happens and report the OPR number to see if it is one center having a problem. It has happened with OPRs 6193, 6382, and 2243. Her mother says the call does not show up in any way on her end. She has gotten through fine with an OPR 7XXX and 8XXX.</p> <p>Internal Update Performed</p> <p>Service Desk ticket 1329580 was opened. Follow up requested.</p> <p>Internal Update Performed</p>	03/14/06	<p>Called 2 times on 4/7 and the line disconnected both times. Will try again later.</p> <p>Left message on 4/13 and customer called me back to let me know that the problem was her mother's line, not the relay service. All is working fine now.</p> <p>The customer said that all is working fine and thanked me for calling her back.</p>
K6411982283	03/21/06	Unknown	#29	Caller is not receiving complete macro when dialing 711 to reach Illinois Relay. He only receives "number calling to please but agent never answers and he cannot make calls. Apologized for the problem and opened IT ID 1355544. Follow up is required for problem resolution.	03/21/06	The customer told me that all has been working fine and has been able to get through relay. He thanked me for following up with him.
K6412605380	03/22/06	N/A	#25	Disconnect/Reconnect during calls	03/22/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

K6411985722	03/23/06	2329F	#26	Illinois VCO Customer having problem with not receiving caller id from persons calling her; and having garbling problems she cannot read what is being typed to her. Apologized for the problem and opened ID 1373536. Follow up required for problem resolution.	03/23/06	<p>April 7: Called the customer and there was no answer nor an answering machine.</p> <p>Called on 4/13 at 10:25 AM. There was no answer.</p> <p>Called on 5/3 and left a message asking the customer to call me if still having problems.</p>
K6411991176	03/26/06	8909M	#27	Customer states his database notes did not populate to the CA. Apologized. Assured customer we would check into the problem. Ticket 1386259 was opened. No follow up.	03/26/06	Worked on the system then made 15 test calls and the data populated with no problems.
K6412624359	03/27/06	N/A	#07	Accuracy of captions	03/27/06	Identified technical difficulty on the call reported due to static noted and other factors. Customer will log date* time and CA # should this ever arise again and report to Customer Service.
K6411993947	03/28/06	2149	#17	Customer stated the agent did not act appropriately which upset their client, and their client suggested filing the grievance. The agent did not respond to their client when asked what the TTY user typed. Agent said that the client was rude, and the customer would like the agent to handle business calls more appropriately. Supervisor apologized for the inconvenience and said the agent would be coached on the matter.	03/28/06	<p>Supervisor met with agent who had no memory of the call. Made 3 attempts to contact customer. 3/29 @ 9:00am received answering machine-left message 3/29 @ 11:00am received answering machine-left message 3/30 @ 10:00am received answering machine-left message Further investigation not possible due to inability to reach customer.</p> <p>Agent was coached on the importance of handling ALL calls in a professional manner.</p>
K6412006074	03/30/06	Unknown	#24	Customer cannot complete a call through Illinois Relay. Gets message saying your call cannot be completed as dialed. Apologized for the problem and opened TT ID 1413591. Follow-up with customer is requested and required to be sure of problem resolution.	03/30/06	<p>Called the customer on April 7 several times and the line was busy.</p> <p>I spoke with the customer today and she stated that all has been working fine. It may have been due to storms because the rest of the time it has worked fine.</p>
K6412007537	03/31/06	unknown	#34	VCO customer unable to complete call to IL number	04/03/06	Called at 10:25 AM on April 7 and the line was busy.

				(apologized to customer for problem encountered advised complaint and trouble ticket would be entered) T.T. 1416783 Customer requests contact		I got a hold of the customer and she stated that all her calls via relay has been working fine.
K6412745714	04/07/06	N/A	#26	Captions - dropped characters/garbled text	04/07/06	Sent email explaining how the CapTel works and how the quality of the phone line affects the quality of the captions. Explained how to contact the phone company to have them check the quality of the line.
K6412453258	04/08/06	none	#26	IL TTY customer is experiencing garbling while using IL Relay. Customer Service also had garbling when talking to customer. Cust. Service tried to give some tips on how to turn off sending Auto ID and to turn the volume down or up on the receiver. Customer service called the customer back using Dept TTY and had no garbling. Customer is 90 and would like the account manager to contact her. Customer Service apologize for the problem. Customer would like follow up from the Account Manager. Internal Update Performed	04/08/06	TT number 1464333 Assigning to Account Manager. I spoke with the customer today and she said the garbling has stopped, but would let us know if it happens again. She thanked me for following up with her. Customer has not experienced garbling recently. Case is closed.
K6412788221	04/20/06	N/A	#21	Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM on 4/30/06. The problem was resolved at 1:52 PM by CapTel technical support.
K6412790746	04/20/06	N/A	#21	Service - General	04/25/06	Inbound call technical problem reported at 11:32 am on 4/20/06. The problem was resolved at 1:52 pm by CapTel Technical Support.
K6412793674	04/20/06	N/A	#21	Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM

						on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support.
K6413823781	05/02/06	N/A	#07	Captions Lag too far behind voice	05/02/06	Apologized for incidence. Advised customer to provide the date* time and CA number next time this happens so that we can investigate further.
K6412713414	05/03/06	8718	#05	TTY user complained that they gave the CA a number to dial and the CA typed "FUCK" and then hung up. TTY user was very upset. Doesn't understand why.	05/03/06	Met with CA immediately. CA didn't recall particular call, but does understand the seriousness of the matter and knows never to disconnect or type profanities to the callers. Future complaints of this nature could lead to corrective action.
K6412713895	05/03/06	2053	#17	She typed normal, but at the end of the call she typed really slow. I told her not to type slow. She complained "I will not tolerate that kind of behavior." Complaint taken on 5/2/06 at 1:30 p.m. Supervisor apologized for the service they received and assured customer a follow up e-mail would be sent after meeting with the CA.	05/03/06	Customer Service rep is assigning this to Supervisor in Cayce center per AM request. Supervisor met with agent who did not remember this incident. However, appropriate action was taken and agent was coached on the importance of remaining transparent and making any comments is never acceptable. Follow up email was sent 5/22/06.
K6412814240	05/12/06	2343F	#03	Customer Complaint: Caller reported that the CA was given the number for Medicaid and asked to get a live person on the line. Reached a recording that said? Hello you have reached the medicare medicaid assistance program please leave your name address and phone number as well as the reason you are calling a medicare counselor will call you back asap." Asked did the option have live person in recording? Asked to dial again then typed recording playing for five min. then person name is Janelee Morele how can I assist you (person hung up). Asked why they hung up. Typed "opr does not know number calling pls". Customer Service Response: Told report would be sent to supervisor. No call.	05/12/06	Supervisor talked with agent and coached the agent on the importance of demonstrating a warm and friendly demeanor. Appropriate action have been taken.
K6413286027	05/18/06	NA	#05	At approximately 1055am after a lengthy call conversation with the ATT.net computer technician seeking resolution to computer issues, the call was disconnected in the process. The customer was extremely upset and since he does not have agent id number, he requested that we track down this agent utilizing reports. Apologized for the inconvenience and assured the customer that we don't record any conversation at the center however I will forward such request to the appropriate personnel and assured the	05/18/06	Sent a letter to the customer explaining that we do not record any conversations and suggested they write down the agent's ID at the beginning of all calls so we can investigate problems if they arise.

				customer that account manager will follow up on this issue. Wish a follow up by mail.		
K6413288035	05/19/06	6597M	#17	Customer Complaint: Caller reported that the CA was rude after he typed an entire message lasting over 3 minutes, when his database instruction notes read, "do not type recordings or messages unless asked." He typed that he would send him a refund for this call, and notes were made to be broken, and then hung up. Caller had another call to make, but was disconnected. Customer Service Response: Apologized for the inconvenience and thanked the caller for letting us know. Told him the report would be sent to the call center supervisor. Follow up: he requested that the account manager, Emma, should be notified.	05/19/06	Customer did not provide his contact information for follow up. Case is closed.
K6413300937	05/24/06	6252	#27	Database not showing with Relay. Apologized for the problem and opened TT ID 1751860. Follow up required for problem resolution.	05/24/06	Spoke with the customer and told her that branding was in place, so it is working now. The customer thanked me for following up with her.
K6413951864	05/26/06	N/A	#25	Disconnect/Reconnect during calls	06/06/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
K646233490	06/09/05	8536M	#04	Caller (TTY user) gave CA ph. nbr to call, the call rang twice then nothing. Caller asked to have call redialed - no response at all from CA. Asked again to redial - still no response. Caller was upset CA did not respond to TTY user at all. Apologized to the caller and assured the CA would be met with.	06/09/05	CA did not recall this complaint, however in the future CA will be more conscientious to keep the customer well informed when there's dead air on the other end of the line.
K646233549	06/09/05	8703F	#02	Caller typed phone nbr. but the area code was garbled. CA did not follow customer note which states to verify all outdiald nbers. I apologized to the caller and informed them that proper action will be taken and a relay rep. will follow up with what action was taken.	06/15/05	Met with ca. Da understand that she should have verify the number. Coached Ca to make sure to follow customer instruction. 1.) June 13, attempted to follow up 3 times at 5:40pm to call customer. Line was busy all three times. 2.) June 14, 1645 attempted 3 times: line busy 3.) June 14, attempted around 2000 no answer. will make 2nd attempt later on today.
K646238168	06/11/05	8510 M 8968 F	#02	Agents are not resetting the typing to 60 WPM. Customer Service apologized to the customer. Customer would like a follow up from the Ohio Supervisor.	06/15/05	We have met the customer's request resetting her typing speed at 60 WPM on 6/11/05. We informed customer that a follow-up phone call will be made the following Monday after we test to see if it works not. It worked according to our Sprint technician. I have tried contacting the customer via phone to get the update, however I couldn't reach her on 3 separate attempts (6/13 @ 17:00, 6/14 @ 18:00 a

						6/15 @ 13:25). This original ticket (K646238168) is the same for two other tickets, K646238226 and K646238338. All three tickets are officially closed.
K646238226	06/11/05	2338 F, 2081 F, 2064 F, 2192 F	#02	IL TTY customer states agents are not resetting the typing speed to 60 WPM. Customer Service apologized to the customer. Customer does not want a follow up.	06/15/05	This ticket is a duplicate and therefore closed. Please see original ticket - K646238168 for further information.
K646238338	06/11/05	8968F & 8510 M	#02	IL TTY user states agents 8968F & 8510M did not follow her customer notes to speed up the typing speed to 60WPM. Customer service apologized to the customer and suggested that we change the notes to read (speed the type speed up to 60 WPM) Customer liked that idea so the notes were changed. customer would like a follow up with the supervisor today.	06/15/05	I contacted the TTY customer and informed the customer that our Sprint technician has changed or reset the settings to 60 WPM. We will run through a test next Monday (6/13) to make sure it goes through successfully. I will contact the customer again next Monday after the test results as a courtesy to let the customer know what's going on. We have met the customer's request resetting her typing speed at 60 WPM on 6/11/05. We informed the customer that a follow-up phone call will be made on the following Monday after we test to see if it works or not. It worked according to our Sprint PC technician. I have tried contacting the customer via phone to give the update, however I couldn't reach her on 3 separate attempts (6/13 @ 17:00, 6/14 @ 18:00 and 6/15 @ 13:25). This ticket as well as K646238226 are duplicates of the original ticket, K646238168. All three tickets are officially closed.
K646239684	06/12/05	2253M	#05	A TTY customer called to complain that the agent disconnected her while on a call. Apologized for inconvenience. Follow-up requested by supervisor ASAP.	06/12/05	Met with agent, appropriate action was taken. Customer follow up 6/17/05 6:00 PM - No answer, no answering machine: Customer follow up 6/18/05 4:00 PM - No answer, no answering machine: Customer follow up 6/19/05 5:10 PM - No answer, no answering machine. 3 attempts were made to follow up with customer with all being unsuccessful. Closing contact due to inability to reach customer.
K646239148	06/12/05	8783	#05	Operator disconnected her after she typed out the calling to number. Thanked customer for letting us know and apologized.	06/12/05	Thanked the customer for letting us know.
K646239214	06/12/05	108968	#05	Operator disconnected my call. Apologized and thanked customer for letting us know.	06/12/05	Apologized and thanked customer for letting us know.

K646239328	06/12/05	108858	#05	Operator disconnected my call. Thanked customer and apologized. Customer did not request follow up. Thanked customer and apologized.	06/12/05	Customer did not request follow up. Thanked customer and apologized.
K646239451	06/12/05	107811	#05	Operator disconnected my call after I gave the dialing to number. Apologized to customer.	06/12/05	This is not a Syracuse complaint. Apologized to customer.
K646240248	06/13/05	2253M	#05	TTY customer stated that the agent hung up on her at 535p on 6/12/05.	06/13/05	Met with agent, appropriate action was taken. Customer follow up 6/17/05 6:00 pm - No answer, no answering machine: Customer follow up 6/18/05 4:00 pm - No answer, no answering machine: Customer follow up 6/19/05 5:10 pm - No answer, no answering machine. 3 attempts were made to follow up with customer with all being unsuccessful. Closing contact due to inability to reach customer.
K646240035	06/13/05	1678	#02	Customer stated that the agent did not inform her of turning off turbocode as per customer notes. The agent did turn off turbocode and did inform the customer but there was garbling on the customer's tty and could not read the agent's typing. So did not know that turbocode was turned off. Followed up with this agent and according to this agent. She did turn off the turbo code and notified the customer that turbo code was turned off. The customer then asked for a supervisor. There was no garbling issue with the agent.	06/13/05	MN CRO can not work on this issue since MN was not the state called; forwarded to Emma 6-13-05 Trich Shipley Called customer on 7/27, 8/1, 8/2, 8/12, 8/15, 8/16, 8/17, 8/19, 8/25, 8/30 and 9/12. No answer nor an answering machine picked up. Case is closed.
K646239983	06/13/05	1757	#02	TTY customer stated that when garbling occurred, turbocode was turned off per customer notes. But the agent did not inform the customer that turbocode was turned off, which is also in the customer notes. The garbling occurred on the outbound tty, not on the agent's computer.	06/13/05	Followed up with this agent and according to agent, he attempted to turn off the Turbo code after the relay greeting was sent however the customer immediately cut off the relay greeting macro and requested a supervisor. Agent was coached on this. Secondly agent states that there was no note instructing the agent to notified the customer that "turbo code has

				<p>Followed up with this agent and according to agent, he attempted to turn off the Turbo code after the relay greeting was sent however the customer immediately cut off the relay greeting macro and requested a supervisor. Agent was coached on this. Secondly agent states that there was no note instructing the agent to notified the customer that "turbo code has been turned off."</p> <p>Attempted to reach Annette Owens via phone at 10:12 am. A male person answered the phone and then switched to VCO however there was no response from the VCO customer. Redialed at 10:16 am, the line was disconnected after fifth rings. At 10:20 am there was no answer. I also made two attempts this afternoon at 1:45 pm and 1:50 pm there was no answer. After several attempts, this contact is considered closed.</p>		<p>been turned off." Attempted to reach Annette Owens via phone at 10:12 am. A male person answered the phone and then switched to VCO however there was no response from the VCO customer. Redialed at 10:16 am, the line was disconnected after fifth rings. At 10:20 am there was no answer. I also made two attempts this afternoon at 1:45 pm and 1:50 pm there was no answer. After several attempts, this contact is considered closed.</p>
K646266146	06/16/05	1842	#05	<p>Inbound stated that she gave a number to dial the CA dialed the number but didn't send the ringing macro and then hung up on her. Apologized and said I would follow up with the agent and get back to her.</p>	06/16/05	<p>Spoke with CA and she remembered the inbound caller and stated that she relayed a call for a number of minutes for this person so isn't sure why they think she hung up. I have made a number of attempts to reach the customer and her line has been busy. Will continue to try later.</p> <p>I have made a number of attempts to call back for follow up but each time I call the line is either busy or is picked up and then hung up without an answer. Closing contact due to inability to get ahold of complainant.</p>
K646284026	06/19/05	8359f	#04	<p>Customer said there was no response from the operator after the number was dialed. Didn't let customer know if it was ringing or not. (This same customer called later and said she had a complaint about another operator whose number was very similar to the Apologized to customer. No call back requested.</p>	06/19/05	<p>Operator was pulled for discussion - said she would never not respond to a customer. Thinks that the number was confused with someone else's. Was reminded to pay close attention to all aspects of each call.</p>
K646283065	06/19/05	1300f	#05	<p>I have a problem with this operator - disconnected. Apologized to the customer. No call back necessary.</p>	06/19/05	<p>Met with CA who said she did not disconnect on any customer and is fully aware of the proper policies and procedures.</p>

K646283118	06/19/05	5127m	#05	Operator disconnected on me. Apologized for the service. No call back requested.	06/19/05	CA coached regarding proper procedure.
K646282246	06/19/05	1208	#04	Customer said CA did not gender the answering machine. All they received was "(" and then (ans mach hung up). Apologized to customer and said contact would be filed.	06/19/05	Met with CA and reminded them to watch their typing carefully so they don't cut off parts of the text. CA understood and said they will be more careful.
K646282940	06/19/05	8604m	#05	This operator dialed the wrong area code. He dialed 631. I said no, it's 641. I asked relay are you there? But I got no response. I don't know what happened. They hung up. Apologized for the service. No call back requested.	06/22/05	Met with CA and coached to never hang up on customers.
K646284325	06/20/05	2336	#05	TTY customer states that the CA hung up on her when she asked where the CA was located. Requested followup by phone.	06/20/05	Met with supervisor stated this customer is making multiple calls asking agents where they are located, once the agent states that they don't have that information she would just hang up and try again. She even asked for a supervisor in which the supervisor told her the same thing "agent does not have that info". Agent stated did not hang up on customer, customer hung up on her. Agent was following procedures. 3 attempts were made to contact customer thru relay, all on 6/20/05 2:50 pm, 3:30 pm, and 4:15 pm. Each time someone picked up the phone, relay sent greeting with my response and then the person hung up. This ticket will be closed due to inability to reach customer.
K646289121	06/20/05	2336	#05	States CA hung up on her when asked where located. Said was very upset CA hung up. Caller requests a call back by phone.	06/20/05	met with supervisor stated this customer is making multiple calls asking agents where they are located, once the agent states they don't have that info she would just hang up and try again. She even asked for a supervisor in which the supervisor told her the same thing "agent does not have that info". Agent stated did not hang up on customer, cust hung up on her. Agent was following procedures. 3 attempts were made to contact customer thru relay, all on 6/20/05 2:50 pm, 3:30 pm, and 4:15 pm. Each time someone picked up the phone, relay sent greeting along with my response and then the person hung up. This ticket will be closed due to inability to reach customer.
K646902838	06/20/05	N/A	#29	Dialing Issue - Unable to dial regional 800 number	06/29/05	Advised customer of use of equivalent to regional toll free number.

K646293239	06/21/05	3224F	#05	<p>Caller was asking questions of the CA then when ready to make a call, the CA hung up on the caller. Apologized to the TTY user for the inconvenience. Customer wants a follow up.</p>	08/21/05	CS rep did not disconnect the caller. She has already filed the same complaint with another supervisor. This is a duplicated contact.
K646293144	06/21/05	1201F	#05	<p>Asked questions of the CA then when ready to make a call, CA hung up on the caller. Apologized to the TTY user for the inconvenience. Customer wants a follow up.</p> <p>This CA was not working this day. Checked with CA who demonstrated correct knowledge of placing calls and proper disconnect procedures. Attempted to follow up with the customer 3 times from 6:20pm through 6:40pm. Each time I attempted to communicate I was interrupted by TTY garbling or someone holding down the spacebar with no typed text. Unable to communicate with customer, closed this contact.</p>	07/01/05	This CA was not working this day. Checked with CA who demonstrated correct knowledge of placing calls and proper disconnect procedures. Attempted to follow up with the customer 3 times from 6:20pm through 6:40pm. Each time I attempted to communicate I was interrupted by TTY garbling or someone holding down the spacebar with no typed text. Unable to communicate with customer, closed this contact.
K646293449	06/21/05	1551M	#05	<p>CA hung up on TTY user when she wanted to make several calls. CA wouldn't respond back to TTY user. Apologized for the inconvenience to the TTY user. Customer wants a follow up.</p> <p>Followed up with this agent. Agent stated that the call was placed and relayed however there was no response from the caller and followed the disconnection procedure when no additional calling to number was provided. Attempted to follow up with the customer three separate times this morning (1126 am, 1130 am, and 1140 am) Each time I attempted to communicate, I was interrupted. There was no typing attempted from the customer other than continued spacebar being utilized. Closed this contact.</p>	08/27/05	Followed up with this agent. Agent stated that the call was placed and relayed however there was no response from the caller and followed the disconnection procedure when no additional calling to number was provided. Attempted to follow up with the customer three separate times this morning (1126 am, 1130 am, and 1140 am) Each time I attempted to communicate, I was interrupted. There was no typing attempted from the customer other than continued spacebar being utilized. Closed this contact.
K646298668	06/23/05	8728M	#03	<p>TTY customer requested a supervisor and the CA redialed instead. I apologized for the inconvenience. The CA will be coached on getting a supervisor as requested. Follow up call is required</p>	08/02/05	Met with CA and coached him to ensure that he always gets a supervisor when requested by a customer. Made multiple calls to 630-427-0398. No answer, no answering machine. Unable to send follow-up letter due to lack of address.

K646305195	06/27/05	none provided	#24	An IL voice customer called to complain that when he dialed 711, he continually reached a CO relay operator who would not process his call, since the call neither originated or terminated in the state of CO. Apologized for problem. Offered 800# for IL relay, which he says works fine. Opened TT#80294. Follow-up requested.	06/27/05	I spoke with customer about contacting his LEC to send the IL 800 number and not Colorado's 800 number. He will talk with the technician at his office and have him contact their LEC to have this resolved. In the meantime, he plans to use the IL 800 number and not 711. Customer thanked me for calling him back.
K646316552	06/29/05	8704 F	#03	Customer stated that at 1025 am after completing her first call, customer requested to place a second call but was then disconnected. The agent 8704F was the one who relayed her first call. Apologized to the customer and assured this will be forwarded to appropriate supervisor for a follow up. No follow up necessary.	07/07/05	CA was coached not to hang up on customers.
K646322718	07/01/05	2168	#21	TTY user said they used SRO earlier and CA told them "the # doesn't accept calls through relay person hung up". But the TTY user had another CA call the same number and there was no answering machine, no recording and it rang 10 times. Inbound felt like the CA typed this out to avoid having to place the call.	07/01/05	Apologized and told customer that CA's supervisor would be meeting with them for follow up. Customer would like to be e-mailed with follow up. Met with agent, remembers the call and stated the outbound person said "we don't accept relay calls and hung up and he typed exactly that to the SRO user. Agent followed procedures. Followed up with customer via email, 7/6/05, explaining that the agent was following procedure.
K646866114	07/03/05	1804f	#05	Customer was upset when ca was no longer on the line after customer asked her to hold. i told the customer i would speak to the ca and deal with that Ca accordingly. Customer requested follow up.	07/03/05	Met with CA. Ca did remember call and said only disconnected after waiting for three plus minutes. Before TL had a chance to enter customer contact in the computer customer service called wanting to know if this contact came from this center (MN). Cust svc said customer informed them they did not get back to call for five minutes. I informed cust svc that i tried to get ahold of customer but was continually busy. I finally was able to contact customer and informed he CA was following protocol in disconnecting after three minutes.
K646867187	07/04/05	1720M	#03	Customer states the agent dialed the wrong number. It was one digit off. The customer she said told the agent he is "stupid relay" and she hung up. The next agent dialed correctly. Apologized for the frustration. Follow up requested.	07/04/05	Followed up with this agent and according to this agent, that he has dialed the correct number and relayed the recorded msg and then he was instructed to "dial again". After utilizing the redialing macro, the caller interrupted and accused the agent of dialing the wrong number. Attempted to follow up with a

				Followed up with this agent and according to this agent, that he has dialed the correct number and relayed the recorded msg and then he was instructed to "dial again". After utilizing the redialing macro, the caller interrupted and accused the agent of dialing the wrong number. Attempted to follow up with a customer via e mail however I got a reply indicating that this user does not have yahoo.com account. Due to incorrect e mail address, a follow up with a customer is not possible.		customer via e mail however I got a reply indicating that this user does not have yahoo.com account. Due to incorrect e mail address, a follow up with a customer is not possible.
K646868532	07/05/05	1210F	#02	VCO customer reports agent did not follow CDB note instructing agent to please repeat phone number before dialing (apologized for problem encountered advised complaint would be forwarded to supervisor customer stated agent number may not be correct) Customer did not request contact	07/05/05	CA did not work this day.
K646868957	07/05/05	2243M	#02	VCO customer reports agent did not follow CDB note instructing agent to please repeat phone number before dialing (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact	07/06/05	Met with agent stated do not remember call, however the agent was coached on the importance of following cust database instructions. No F/U requested.
K646868673	07/05/05	2412F	#02	VCO customer reports agent did not follow CDB note instructing agent to repeat phone number before dialing (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact	07/06/05	Met with agent, stated she did remember the call. Agent was coached on the importance of following VCO database instructions. No F/U requested.
K646868758	07/05/05	2416F	#02	VCO customer reports agent did not follow CDB note instructing agent to please repeat phone number before dialing (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact	07/06/05	Met with agent stated she thought the dialing macro was sufficient. Coached the agent on following database instructions, and the importance of clarifying if unsure about specific notes. No F/U requested.
K646868881	07/05/05	2319F	#02	VCO customer reports agent did not follow CDB note instructing agent to please repeat phone number before dialing (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact	07/06/05	Met with agent, coached the agent on the importance of following a customer's database instructions. No F/U requested.
K646868417	07/05/05	8439F	#02	VCO customer reports agent did not follow CDB note instructing agent to please repeat phone number before dialing (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact	07/19/05	Operator apologized for the oversight. Was reminded to carefully look at customer notes on each call.

K646881683	07/09/05	1732	#02	IL VCO customer states that CA 1732 did not follow the customers notes "Please repeat phone number before dialing" Customer does not like to get wrong numbers and that is the reason for the note. Customer Service apologized to the customer. Customer would like follow up from the supervisor.	07/10/05	Coached CA on how to verify the dialing number before dialing out. Coached CA on reading customer notes when the call comes in. Followed up with customer. Called 7/10/05 at 1:49 pm
K646881145	07/09/05	2046	#02	IL VCO customer called to say that CA 2046 did not follow the inbound notes "please repeat phone number before dialing" Customer does not like getting the wrong phone number, and that is why she has that in her notes. Customer Service apologized to the customer. Customer would like a follow up from the supervisor.	07/11/05	Met with agent, coached agent on the importance of following database instructions. Followed up with customer 7/11/05 by phone explaining that a discussion was held with the agent to ensure that this type of problem will be handled correctly in the future. Customer seemed satisfied.
K646881260	07/09/05	2471	#02	IL VCO customer states CA 2471 did not follow the inbound notes "Please repeat the phone number before dialing" customer does not like getting the wrong number, that is the reason for the note. Customer Service apologized to the customer. Customer would like follow up from the supervisor.	07/11/05	Met with agent and coached on the importance of following database instructions. Followed up with the customer 7/11/05 by phone explaining that a discussion was held with the agent to ensure that this type of problem will be handled correctly in the future. Customer seemed satisfied.
K646881573	07/09/05	2262	#02	IL VCO customer states that CA 2262 did not follow the customer notes "Please repeat phone number before dialing" customer does not like getting wrong numbers, that is the reason for the note. Customer Service apologized to the customer. Customer would like follow up from the supervisor.	07/11/05	Met with agent coached on the importance of following database instructions. Followed up with customer 7/11/05 by phone explaining that a discussion was held with the agent to ensure that this type of problem will be handled correctly in the future. Customer seemed satisfied.
K646881338	07/09/05	7648	#02	IL VCO customer states CA 7648 did not follow the inbound notes "please repeat phone number before dialing" customer does not like getting a wrong telephone number. Customer Service apologized to the customer. customer would like follow up from the supervisor.	07/11/05	Advised agent to be sure to read all customer notes and follow instructions. Reminded the agent that they are allowed to ask questions if they are unclear about the instructions. Agent understands. Called the customer on 7-22-05 at 4:35pm. Spoke with the customer about the issue and the customer noted that they will begin to verbally tell the agent to verify the calling to number rather than rely on the notes.
K646881465	07/09/05	8725	#02	IL VCO customer states CA 8725 did not follow inbound notes "Please repeat phone number before dialing" customer does not like getting wrong numbers. That is the reason for the note. Customer Service apologized to the customer. Customer would like follow up from the supervisor.	08/01/05	On 7/13 met and coached CA to be more aware of the notes and follow instructions accordingly. Tried calling the customer on the following dates with the corresponding times: 7/26/05 @ 14:23, 7/27/05 @ 10:38, and 8/1/05 @ 13:47
K646881732	07/09/05	1274	#02	IL VCO customer states CA 1274 did not follow the customers notes "Please repeat the phone number before dialing" customer does not like to get wrong numbers. Customer Service apologized to the Customer. Customer would like follow up from the supervisor.	07/10/05	Coached CA on how to verify the dialing number before dialing out. Coached CA on reading customer notes when the call comes in. Followed up with customer. Called 7/10/05 at 1:49 pm.

				Coached CA on how to verify the dialing number before dialing out. Coached CA on reading customer notes when the call comes in. Followed up with customer. Called 7/10/05 at 1:49 pm.		
K646882451	07/10/05	1511M	#01	<p>Customer wanted to make a second call. She typed "hello," but the agent never responded. She wants to know what she can do about it. Apologized. Supervisor will be notified. Follow up requested.</p> <p>Followed up with this agent and according to the agent, he stated that he utilized the disconnection procedure after the first call was completed. Referred to Acct Manager for a follow up with the customer.</p>	07/10/05	Called customer on 7/27, 8/1, 8/2, 8/12, 8/15, 8/16, 8/17, 8/19, 8/25, 8/30 and 9/12. No answer nor a answering machine picked up. Case is closed.
K647510837	07/15/05	N/A	#25	Disconnect/Reconnect during calls	07/20/05	Customer will log instances of disconnect/reconnects and report to customer service.
K646897779	07/19/05	8522F	#05	TTY user said CA hung up on her at the beginning of the call. TTY user said she gave the CA a number to dial and the CA did not dial it for her. The TTY user wanted a call back tonight (7/16) and I told her, because of confidentiality, I couldn't speak with a CA that was not on my team. The she wanted Customer Service to call her back tonight and I told her they would refer it back to us. Then she wanted me to call the CA's supervisor and tell her it was an emergency and I said, 'no'.	08/02/05	CA was new to both Relay and her Brailleboard. She doesn't remember disconnected, but admitted that it could have accidentally happened. Coached CA to ensure she is careful to never disconnect on a customer again.
K646901561	07/20/05	7644F	#03	Call taken 7/20/05 4:08 pm Agent typed "UR MSG LEFT" but customer did not want that; caller asked agent to redial and ask for an operator, but there was no response from the agent; then the agent hung up on the caller.	07/20/05	6/13/06 TL met with agent. Agent does not remember call. Agent was coached on proper call procedures.
K646911579	07/23/05	6067M	#21	Customer wanted to know why agent apologized. Customer was upset and asked for supervisor. Thanked caller and transferred to customer service at customer's request. No F/U needed.	07/23/05	Agent apologized for gender macro not coming across on computer. Not agent error.

K646815553	07/23/05	8028F	#05	TTY user said the CA did not dial the nbr. for her and then before the TTY user could (redial ???)the CA hang up on her. Cust. called on 8:23 (not sure if its AM or PM). Apologized and told the customer that the appropriate supvr. would call the customer back. (no ph. nbr given; therefore no follow up can be made). Found the customer's phone number (847-544-5334). Sorry for the inconvenience I may have caused.	09/06/05	Called customer to apologize for the inconvenience this may have caused.
K648338196	08/02/05	N/A	#25	Disconnect/Reconnect during calls	08/02/05	Advised contacting phone company to upgrade phone line quality. Advised temporarily moving phone to alternate household to help identify if interference is in immediate environment.
K647490259	08/07/05	2395F	#17	Customer states the CA was impatient, had poor voice inflection and actually yelled at her to slow down. The customer is an interpreter, and she uses the service regularly. The customer values Relay and is known commend good service. She states "this morning's call using Relay with this particular CA was just awful." Apologized. Explained that coaching can be provided by her supervisor. Follow up requested.	08/07/05	Trainer met with agent and supervisor who was standing next to agent the entire call. Both stated agent had to interrupt cust several times in order to keep up. However, coached the agent on the importance of having patience and watching voice tone. Agent understands. Followed up via email 8/8/05 explaining agent was coached on the importance of being patient.
K648331978	08/09/05	N/A	#29	Echo Sounds - CapTel user hears	08/10/05	Advised customer to contact ITAC for a replacement unit.
K647502737	08/10/05	unknown	#29	Cell phone customer calling via IL Relay unable to bypass privacy manager due to Caller ID not transmitting (apologized for problem encountered advised complaint and trouble ticket would be entered) T.T. 275,680 Customer requests contact	08/31/05	Called customer on 8/19 at 1:40 PM, 8/30 at 10:45 and 8/31 at 10:45. Left a message each time letting them know that technicians updated the old 800 number list in the SD switch and should be working now. Left my number on his voice mail if he had more questions.
K648331039	08/10/05	N/A	#29	Echo Sounds - CapTel user hears	08/10/05	Provided tips to help reduce echo sounds at CapTel user's end.
K648336773	08/14/05	N/A	#21	Voice user unable to connect to CapTel Service Number	08/18/05	Conducted test call to CapTel customer to ensure ability to reach them through service; attempted to contact 3rd party caller who experienced the incidence to provide further assistance.

K647523430	08/18/05	2166F	#05	IL TTY customer states that CA 2166F hung up, cut end of call. Customer service apologized for the inconvenience. Customer would like follow up via email.	08/25/05	Emailed customer 8/19/05 for more information on this complaint. Received response 8/22/05 stating when relay first answer call it cut off and did not know why also few times when talking some agents cut off when not done talking or sometimes answer too slow and thats all I have to say. Supervisor met with agent who did not remember this call, however was coached on the importance of not disconnecting calls. Also advised the agent of the consequences of doing so. Followed up with customer via email explaining appropriate action was taken to ensure this nature will not occur in the future.
K647523610	08/18/05	9204F	#05	IL TTY user states CA 9204 F hung up before phone rang. Customer Service apologized for the inconvenience. Customer would like follow up via email.	08/26/05	Met with agent, agent does not remember the call. Coached agent on the severity of hanging up on a customer. Customer was sent an email regarding resolution.
K647523318	08/18/05	5253F	#05	IL TTY user states CA 5253F hung up, cut end of the call. Customer service apologized for the inconvenience. Customer would like follow up via email. Sent customer another e-mail today.	08/29/05	Email sent 8/22. No response as of 8/29. Sent an e-mail to customer today asking him to get back to me if he wanted to discuss his complaint.
K647528341	08/22/05	1727 F	#03	TTY customer stated that at 840 am agent 1727 F did not process to his/her expectation. Customer stated s/he wanted to relay a message to someone at a hotel however agent proceed with a specific person request. Apologized for the inconvenience this may have caused her/him and assured the customer that agent will be follow up on this. No Follow up necessary.	08/22/05	Followed up with agent. Agent stated that there was no message to be relay prior to the call being placed and misunderstood as a specific person asked. Agent was coached on either utilizing a modified call announcement in this particular situation or seek clarification from the customer.
K647530659	08/23/05	1843	#26	Customer dials 711 for IL Relay to reach a VCO customer in WI. Customer hears her party answers, but garbling prohibits her from having a conversation. Explained that it's typically the VCO unit, but we will open a technical trouble ticket. TT 333857 No follow up. Customer will check back with us next week.	08/23/05	Told customer that our technicians made several test calls to VCO user and experienced only one garbled word. Suggested that she write down CA number, date and time of the call as it could have been that specific position that caused the garbling on the TT for the VCO user. This way, we can check that CA's position to make sure it was not causing the garble. The customer kept interrupting me, not allowing me finish my sentences. She said she did not have time for this, so I offered my phone number so she could call me at her convenience and we could discuss it further. She stated she did not have a pen and paper and hung up on me. Case is closed.

K647531736	08/24/05	0000	#08	The customer stated that at approximately 555 am she received a relay call from her Deaf brother in law regarding a surprise party. Customer stated that the agent sounds to be a male agent with scratchy voice who was being very rude and disrespected her. Customer would like to find that agent id number because she requested another agent and she was then disconnected. Customer would like for us to trace the call to this particular agent. Customer was informed that we could not be able to access to this information and the agent who relayed the call. Wants a follow up.	08/24/05	Suggested that any time she receives a relay call, to write down the CA number so we can work with the CA if any problems arise during the call. Without the CA number, we cannot do anything as all calls are confidential.
K647538091	08/27/05	1819 M	#03	This agent cut this person off when they were still typing the message that was to be left. Apologized. No Follow-up requested. No such agent working.	08/27/05	No such agent working.
K647539187	08/28/05	1454F	#26	TTY user complained that while dialing a toll-free number, the message became too garbled to get the pertinent info (i.e., website address and numbers). Apologized for inconvenience. No follow-up requested. Customer did not request follow up.	08/28/05	Customer did not request follow up. Customer did not request follow up. Case is closed.
K647543493	08/29/05	5166	#11	This agent did not look up to notice that I am a VCO (branded) customer and kept sending me the # calling macro. The agent then disconnected since no # was given. I am very upset with agents not looking at the customer notes. Apologized to the customer and noted that we would forward the complaint to the appropriate supervisor. The customer would like follow-up.	08/29/05	CA recalled the call came in as Branded VCO, and when bridged to headset did not hear a number to dial. CA then followed proper procedure asking for number to dial and listening for a response. CA received no number and disconnected the call according to procedure. Attempted to contact customer various times between 10/1 and 12/31. Was unable to make contact with customer.
K648985572	09/01/05	N/A	#29	Echo Sounds - Other party hears	09/01/05	Technical support sent an over the wire update with

						the latest software to customer's phone. Customer Service Representative sent letter to customer with tips to reduce the occurrence of echo.
K648292428	09/11/05	unknown	#29	VCO customer called to report she cannot reach an operator when dialing the IL TTY or VCO numbers. She says she can only get through when she calls the voice number. This has happened all day, 9/11. Apologized for inconvenience. Verified numbers dialed were correct. Opened TT#419879. No follow-up requested.	09/11/05	Apologized to customer for the inconvenience. Customer did not request call back.
K648295621	09/12/05	7917	#04	Agent did not wait for my GA before dialing and she interrupted 3 times while I was typing. Also, when I asked for the supervisor she did not keep me informed. I had to ask if the agent was still there. Thanked customer for letting us know about the issues. Informed the customer that we would speak to the agent about these issues. Customer did not want follow-up.	09/12/05	Reviewed proper call processing with the agent and reiterated the need to keep the TTY customer informed at all times. Agent understands the importance of keeping the customer informed and will follow procedure in the future. The agent also understands the importance of waiting for the GA from the customer so that we may get further instructions.
K648292561	09/12/05	9374F, 9244M	#25	Customer Complaint: Customer emailed to account manager, Emma Danielson, that the CAs were slow in answering his calls, dialing out to place the calls, and disconnected the calls. Customer Service response: Entered this CCOD at account manager request. Follow up requested from account manager.	09/12/05	Customer did not indicate if they made the call through SRO or Illinois relay. Technicians were unable to investigate this. Sent a follow up e-mail to customer requesting they let us know which relay service they used and to call the relay customer service in the future. Customer has not sent more e-mail messages nor responded to my e-mail, this case is closed.
K648295790	09/12/05	8866F	#09	Customer is very unhappy with how his call was relayed using Speech to Speech. He told the CA to process the call as a cell phone and instead the CA processed the call as long distance and a supervisor had to come assist. During the call the CA was rude, unenthusiastic, unprofessional and caused the call to be very confusing by mis-interpreting. The customer tried to correct the problem and instead of listening the CA ignored the correction and told the customer that they were not part of the conversation, to speak directly to the caller. The CA totally mishandled the call and the supervisor assisting did not help at all in clearing up the problem. No supervisor's name or ID nbr was given.	09/20/05	Customer did not request call back nor left supervisor's name or CA ID number. Case is closed. Met with CA. CA followed instructions as S2S is supposed to be. CA repeated every word the S2S or Speech person was saying. CA was not supposed to translate ASL. Team Leader did come down and help and followed procedures. S2S kept saying her and C. repeated the speech person, voice person was upset and kept saying it's a him. Procedures were followed. There was no need to translate ASL due to no ASL was being used.

K648410097	09/25/05	unknown	#20	<p>Customer said he was making a S2S call around 12:30 CT on 9/25 and the supervisor came on the line and said that he could not use the service. He said when he asked the supervisor for their ID #, they did not provide it then disconnected him. He said he is not speech impaired but the person he called has a speech problem. Apologized to customer and advised that at least one of the parties must be speech-impaired to use the STS service. Requested follow-up call from the supervisor.</p> <p>Forward to IL Account Manager to handle.</p>	10/10/05	Called customer to discuss situation on 10/10/05. Met with supervisor and coached on proper procedures.
K648414279	09/26/05	Unknown	#29	<p>Customer states that his caller ID has not worked for a month. He would like a call back from someone when the problem is fixed. RCS response: Thanked the customer for letting us know and assured that the problem would be reported as stated. Trouble Ticket 490236 Call back requested</p> <p>Resubmitted Trouble Ticket 516948 per MO tech's advice - to SC center with further information and recently updated agent number 2155F.</p> <p>Reassigned technical complaint to IL AM for customer follow-up.</p>	10/04/05	Customer stated that it is now working, but did not know why the caller ID did not show the number of the party who was calling him. He thanked me for calling him.
K648413913	09/26/05	1432F	#24	<p>Customer gets recording that her number is blocked when trying to call her son through Illinois Relay. Apologized for problem and opened TT ID 490231. Follow-up is required for problem resolution.</p>	09/26/05	I spoke with the customer and she stated that she now has SBC for her long distance calls and has not had any problems when making relay calls. She thanked us for following up with her.
K648419421	09/29/05	unknown	#34	<p>VCO customer called to complain that when she calls her friend's number, she gets a recording that her friend's number doesn't accept blocked numbers. VCO number is not a blocked number. Even when she dials *82, the number still shows as blocked. Apologized for inconvenience. Opened TT#504042. Follow-up requested.</p>	09/29/05	<p>Customer picked up the phone and hung up on me twice today.</p> <p>I called and got her answering machine. Left her a TTY message to call or email me.</p>

						I called at 4:15 PM on 4/18, the person who answered hung up on me. I tried reaching her 4 times with no success, case is closed.
K648428156	10/02/05	8883F	#09	Voice customer received Relay call & later able to read printout at work place agent did not type what voice person said after the initial hello this caused a great deal of confusion after voice person saw print out they understood why there was so much confusion because the TTY user did not receive every thing said (apologized for problem encountered advised complaint would be forwarded to management) customer did not request contact	10/08/05	CA was coached and was emphasized to pace, clarify and be sure to have Voice person repeat if something is not clear or understandable in order to type verbatim.
K649627659	10/10/05	N/A	#25	Disconnect/Reconnect during calls	10/10/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
K648950412	10/11/05	8690	#26	An IL voice caller complained that when she placed a call through relay her father was getting garbled messages. Entered TT number 557,441 Customer does request follow-up	10/11/05	The customer stated that her father had not experienced any garbling recently.
K648975820	10/19/05	8875	#17	Customer called to complain that CA 8875 cussed at her and disconnected customer. Customer wants the CA fired.	10/19/05	Team Leader checked and there is no CA using 8875 at this time. Trainer called to get a better number and Customer cannot be reached by the phone number given. A recording comes on saying subscriber not receiving calls.
K649628738	10/19/05	N/A	#07	Captions Lag too far behind voice	10/20/05	Caption Center Director investigated CA performance during call and followed up accordingly.
K648992987	10/21/05	1316	#29	Customer states that this has been reported several times before that his caller ID will not send. The problem has never been corrected and he has never received a call back on the earlier complaints as requested. Previous complaint K648414279 with Trouble Ticket 516948 and complaint K648414279 with T.T. 490238. RCS response: Apologized for the problem and assured that the problem would be submitted again. Trouble Ticket 611186 Call back requested.	10/26/05	Technician was not able to reproduce the problem originally. The agent's computers were rebooted and caller ID were working. When the caller called, insufficient information appeared on the agents' computers. Account Manager left a message on caller's voice mail advising the caller to contact T-Mobile customer service to issue a trouble ticket.
K649629152	10/24/05	N/A	#25	Disconnect/Reconnect during calls	10/24/05	Advised customer to have DSL line checked and check to see if in line filter is in good condition.

K649020484	10/31/05	1811	#17	VCO user said the agent did not dial out, did not do anything. Agent sat there and did not respond. VCO user very upset with service says this happens too many times to count.	10/31/05	This agent was not working this day. No further follow up needed.
K649020286	10/31/05	2108	#11	VCO explained instructions and reminded the agent to read customer notes. Agent still did not follow VCO request and instructions. VCO very upset said this rudeness happens too many times to count.	10/31/05	Supv met with agent and coached on the importance of following instructions and requests from the customer. Agent understands. No F/u requested.
K649630384	10/31/05	N/A	#29	Technical - General	11/03/05	Long distance network circuit problem identified and repaired by service provider. Confirmed this remedied the circumstance.
K649630412	10/31/05	N/A	#07	Captions Lag too far behind voice	11/03/05	Apologized for incidence. Investigating to see if there was a technical difficulty during the call. Advised customer to let us know should any future calls have similar problem.
K649022143	10/31/05	unknown	#29	<p>Customer could not make cell phone call through IL relay service. His number was showing as restricted (this has never shown this way before). Agent said they could not allow call without billing method being chosen. Customer did not get agent ID number. Call was never completed. RCS response: Apologized for the problem and assured that a trouble ticket and complaint would be sent in as stated. Call back requested.</p> <p>Trouble Ticket 656922 opened on this issue</p> <p>Internal Update Performed</p>	11/14/05	Technician worked with T-Mobile customer service level 2 representative and issued a billing trouble ticket from T-Mobile's side. Sprint technician couldn't locate the source of the problem. Account Manager updated the caller and advised him to check with T-Mobile. He had similar problems using Hamilton Relay in Wisconsin.
K649022296	10/31/05	unknown	#29	Customer states that he has turned in several trouble tickets and complaints and has requested call backs on each one and has never yet received a call back from anyone. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated.	11/14/05	Technician was not able reproduce the billing issue using his T-Mobile cellular phone. The caller was advised to contact his carrier and issue a trouble ticket.

K649024037	11/01/05	7730	#05	Customer stated agent disconnected after i gave her the number to dial. Wasted my time. Apologized for the inconvenience and assured customer this complaint would be forwarded to the appropriate supervisor. Customer wants a follow up and to please call the contact number listed.	11/01/05	Agent does not remember the call. Discussed the consequences of disconnecting calls and the proper procedures for disconnecting calls. Reminded agent to get a supervisor in the future if they have any problems. Attempted to call the customer on 11-8-05 at 3 pm: fax tones; 2nd attempt on 11-10-05 at 7:01 pm: reached ans mach; 3rd attempt on 11-13-05 at 2:16 pm: fax tones.
K6410264726	11/03/05	N/A	#21	Voice user unable to connect to CapTel Service Number	11/22/05	Caller has tried to use all available voice in numbers. Each attempt results in fast busy indicating misrouting in tollfree network. Caller is using 711 to access CapTel captioning service.
K6410261673	11/08/05	N/A	#29	Echo Sounds - CapTel user hears	11/08/05	Provided customer with suggestions to eliminate echo and software update.
K649639272	11/10/05	9248	#05	NJ customer called in to say they were using IL Relay and reached IL relay OPR 9248 and said call end on me. Customer service apologized to the customer and thanked the customer for letting us know. Customer would like follow up via email.	11/10/05	Unable to resolve the complaint because the number is not assigned.
K649651066	11/14/05	7812F	#05	NJ TTY customer called in to say he was using IL relay and CA 7812F ended the call while I was giving her to leave the MSG. She hung up on me while I'm not finished yet. The time was 12:23 PM today. Customer service apologize to the customer. Customer would like follow up via email.	11/14/05	This agent is no longer with the company. E-mailed the customer on 11-25-05 with the resolution. We were not given a complete e-mail address for resolution. However, after attempting several possibilities, the e-mails were sent back undeliverable. Therefore, we were unable to complete the follow-up with the customer.
K6410263698	11/17/05	N/A	#25	Disconnect/Reconnect during calls	11/17/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
K649664172	11/17/05	Unknown	#22	Customer's phone number shows as restricted when it is not a restricted number. Apologized for the problem and opened TT ID 747645. Follow up required by Acct. Manager for problem resolution. System Message: Ticket has been opened by customer for appending, but no text has been entered. Subticket closed by system.	11/22/05	Account Manager contacted caller to learn more about cellular phone plan with T-Mobile using Sidekick II but could not reproduce the billing problem. Account Manager contacted T-Mobile customer service to learn that the caller has no restrictions after talking with the customer via email. The caller was advised to contact T-Mobile to issue trouble ticket if this billing issue persists. Caller mentioned that the agent was from Wisconsin center but Sprint doesn't

						have a center there. So it is possible that it is Hamilton issue and advised him to contact Hamilton customer service.
K649671855	11/22/05	1503F	#05	Customer states the call was cut off at 3:49 PM on 11/22/05. No other detail was provided. Apologized. No follow up.	11/22/05	CA does remember there was possibly one dropped call during that time frame but didn't remember the exact time. Reminded CA to inform TL on duty if there are any dropped calls or calls that appear to have dropped.
K649673255	11/23/05	unknown	#35	Voice cell phone caller unable to complete calls due to restricted number via IL Relay problem does not exist with other Relay providers caller also having problem connecting with an ASCII number residential number via IL Relay but able to connect directly with ASCII equipment (apologized for problem encountered advised a trouble ticket and complaint would be entered) T.T. 771369 Customer expects contact asap from Account Manager and/or tech	11/25/05	assigned to AM Technician confirmed that the caller's cellular phone has restrictions. The problem could not be resolved from Sprint's side. The technician has contacted T-Mobile at the caller's request to issue a trouble ticket for the billing issue.
K649678932	11/27/05	Unknown	#00	IL customer called the designated number for speech to speech, between 10-10:30 AM on 11/27/05. There was a recording saying he'd reached the Relay Center, but no operator came on the line. Apologized. Assured customer we would check into the problem. Called customer back (as he requested). Explained to customer that Force Management advised there was unusually high call volume in Speech to Speech; extra personnel were coming on. Customer appreciated knowing. Follow up requested. Internal Update Performed	11/27/05	Customer service called customer back within 5 minutes of his complaint. Explained unusually high call volume. The problem was being corrected. Thanked customer for taking time to speak with us. Explained to customer that Force Management advised there was unusually high call volume in Speech to Speech; extra operators were coming on. Customer thanked us for the call back.
K649687853	11/30/05	1764F	#05	This operator disconnected me. I was calling a utility company to ask questions but the operator disconnected me. I even asked HELLO R U THERE Q GA but there was no answer. Thanked customer for letting us know and informed the customer that we would forward this to the appropriate supervisor. Customer would like follow-up.	11/30/05	Dec 3, at 5 pm I left the message on the customer's answer machine stating that the agent had experienced technical problem and apologized for the inconvenience disconnection may have caused.

				<p>System Message: Ticket has been opened by customer for appending, but no text has been entered. Subticket closed by system.</p> <p>Dec 3, at 5 pm I left the message on the customer's answer machine stating that the agent had experienced technical problem and apologized for the inconvenience disconnection may have caused.</p>		
K649691368	12/01/05	8764F	#29	<p>IL VCO user called in to say when her friend calls her through Relay the friends number is not showing up on her caller ID. Customer is getting (out of area), when the call is not long distance. TT 805566. Customer service apologized to the customer and thanked her for being patient. Customer would like follow up via email.</p> <p>Reassigned complaint to IL AM.</p>	12/01/05	<p>I called the customer on April 7 at 10:25 AM, there was no answer nor an answering machine.</p> <p>4/13: Called and there was no answer.</p> <p>Left a message on 5/3 asking customer to call me if still having problems.</p>
K649697234	12/03/05	6104	#29	<p>IL TTY caller called in to say Relay is not transmitting the numbers of her callers on to her caller ID. This started about 2 weeks ago. Customer Service apologized to the customer and turned in TT 819647. This also happened through another center so two Trouble Tickets have been turned in on this issue. The other TT number is 819657. Customer would like a follow up from the AM.</p>	12/03/05	<p>Left messages on 4/7 at 10:25 AM, 4/13 at 1:40 pm and 5/3 at 3:05 PM. Asked the customer to call me if still experiencing problems.</p>
K649697194	12/03/05	7152	#29	<p>IL TTY caller called in to say Relay is not transmitting the numbers of the her callers. This started about 2 weeks ago. Customer service apologized to the customer and turned in TT number 819657. This also happened through another center so two Tickets were turned in the other TT number is 819647. Customer would like follow up from the AM.</p>	12/03/05	<p>Left messages on 4/7 at 9:40 AM, 4/13 at 1:40 PM and 5/3 at 3:05 PM. Asked customer to call me if still having problems.</p>
K6410265458	12/11/05	7638F	#03	<p>TTY customer said that agent didn't follow his instructions. He gave the number to call and a message to leave and the agent didn't leave the message on the answering machine as he had</p>	12/11/05	<p>Reassigned to appropriate center.</p> <p>This agent number is not in use at the time.</p>

				requested. Apologized and told him a supervisor would follow up with the agent.		
K6410266945	12/12/05	2078	#02	Customer stated agent did not follow notes in database stating to type at 50 wpm and to disable turbo code. Supervisor stated she checked the wpm and it was at 25 and turbo code was not disabled. No F/U requested.	12/12/05	Supervisor coached the agent to always follow customers notes and advised the agent of consequences for not following customers notes. No F/U requested
K6410269443	12/12/05	unknown	#29	A voice customer called to report trouble with the IL relay voice number. For two weeks she has been receiving TTY tones when she dials the IL relay toll-free 800 number. Tonight it took her four tries to get through, she got a "very loud, piercing" tone in her ear and no answer after that. Apologized for inconvenience. Tested the number and received a voice operator on the first try. Opened TT#861809. Follow-up requested.	12/12/05	Customer stated that she has not heard the TTY tones when she makes a relay call. She said all was working well and thanked me for the call back.
K6410276462	12/15/05	8889F	#29	IL VCO user not receiving callers ID on their caller ID. Customer Service apologized for the inconvenience and turned in TT 880214. Customer would like follow up from AM. I spoke with the customer today who shared with me that she is not receiving caller ID and there is garbling on most of her calls. I told her I would check with the technical team and get back to her on this.	12/15/05	The technician contacted customer to figure out what may be causing this and he was able to fix it. All is working fine.
K6410281919	12/19/05	8564	#35	Customer states her caller id is not sending. She lives 3 blocks away from the VCO customer. The CID unit shows out of area through Relay. Apologized. TT 892758 was opened. Follow up requested. Internal Update Performed	12/19/05	Left messages on 5/26 at 10:30 AM and 5/31 and 4:45 PM, asking her to call me back. I spoke with the customer and she stated the Caller ID issue was resolved and is working fine now.
K6410801929	12/20/05	N/A	#07	Captions Lag too far behind voice	12/20/05	Customer shared feedback regarding captioning speed. CSR apologized for incidence and thanked customer and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date* time* CA #* and

K6410286178	12/20/05	2130F	#29	TTY customer called to report that she is not receiving caller ID info when receiving calls via relay. The caller ID only says, "Out Of Area." She said this has been happening for approximately a week, and the problem does not occur when calls are made directly. She says her sister, another TTY user, has the same problem. Apologized for inconvenience. Suggested using *82 to unblock calls. Opened TT#902375. Follow-up requested.	12/20/05	Left a message on April 7 for customer to contact me. Left messages on 4/13 at 10:45 AM and 5/4 at 1:00 PM. Asked customer to contact me if still having problems.
K6410288338	12/21/05	1888F	#29	2nd request on caller ID not working. RCS request: Apologized for the problem and assured that the complaint would be turned in as stated. Previous Trouble Ticket turned in 12/15/05 880214 - this trouble ticket 908588 Customer does request call back	05/08/06	Our technician called the customer to work with her on resolving her Caller ID problem. He fixed it and it is now working.
K6410290740	12/22/05	1478F	#29	IL VCO customer is not getting the number of the person calling her through relay on her caller ID. This started a couple of weeks ago. Customer Service apologized to the customer. Customer would like follow up. TT 912806 on this one. Previously turned in TT 880214 on same customer save issue.	12/22/05	Our technician called the customer on her Caller ID issue and he fixed it for her.
K6410297554	12/28/05	UNKNOWN	#29	IL VCO user CID does not receive CID for any relay calls to her number. It says unavailable for calls and garbles agent ID number. Apologized, explained I will enter a trouble ticket to have the technicians look into the issue. Entered TT 930 971 Customer does want contact with resolution.	12/28/05	Forward to correct AM for follow up. I talked with the customer today and she said that the Caller ID is now working via relay. She is happy she can see who is calling her.
K6410802797	12/29/05	N/A	#25	Disconnect/Reconnect during calls	12/29/05	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
K6410802829	12/29/05	N/A	#26	Sound Quality - Static	12/29/05	Advised customer to re-locate CapTel phone to another wall jack. Also advised altering set-up of CapTel phone and testing away from other devices plugged into multi-plex telephone jack. Offered additional suggestions and considerations for troubleshooting

K6410303245	12/31/05	8005	#26	IL TTY customer had garbling during a call. TT 943657. Customer service apologize and turned in a TT. Customer did not request follow up, but can be contacted if more info is needed.	12/31/05	01/03/2006 07:18: Technician made a test call with customer and no garbling occurred on our test call. Solved. Closed.
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PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-6322

DA 06-1175

Released: May 31, 2006

**CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES AND
TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT THE
ANNUAL SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS IS DUE
MONDAY JULY 3, 2006**

CG DOCKET NO. 03-123

The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and interstate telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2006, on or before July 3, 2006.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.¹ State TRS programs should report all complaints made to the state agency, as well as those made to the state's TRS provider. TRS providers that provide interstate traditional TRS, interstate Speech-to-Speech (STS), interstate Spanish relay, interstate captioned telephone relay, Video Relay Service (VRS), or IP Relay are also required to submit complaint log summaries. These summaries are intended to provide an early warning system to the Commission of possible service quality problems. Additionally, this information allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints and to spot national trends that may lend themselves to coordinated solutions. This information further enables states to learn how other states are resolving complaints.²

Complaint log summaries should include information pertaining to complaints received between June 1, 2005, and May 31, 2006. Complaint log summaries shall include, at a minimum, the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, STS, captioned telephone, IP Relay, VRS), the number of complaints received that allege a violation of the federal TRS mandatory minimum standards,

¹ See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, FCC 00-56, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, at 5144-5145, para. 9 (March 6, 2000) (*Improved TRS Order*); 47 C.F.R. §64.604(c)(1) (TRS "mandatory minimum standards" requiring filing of consumer complaint logs).

² *Improved TRS Order*, 15 FCC Rcd at 5190-5191, para. 122.

the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.³

All filings must reference CG Docket No. 03-123. States and interstate TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Monday, July 3, 2006. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Pam Gregory, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room 3-C417, Washington, D.C. 20554 or by email at Pam.Gregory@fcc.gov. States and interstate TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in "read-only" mode and must be clearly labeled with the State or interstate TRS provider name, the filing date and captioned "Your State_Complaint Log Summary."

Filings can be sent by hand or messenger delivery, by electronic media, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor will receive hand-delivered or messenger-delivered paper filings or electronic media for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial and electronic media sent by overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-B204, Washington, D.C. 20554.

The full text of this document and copies of any subsequently filed documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, D.C. 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor at, Portals II, 445 12th Street, SW, Room CY-B402, Washington, D.C. 20554. Customers may contact the duplicating contractor at their web site www.bepiweb.com or call 1-800-378-3160.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word or Portable Document Format (PDF) at: <http://www.fcc.gov/cgb/dro>.

For further information regarding this *Public Notice*, contact Pam Gregory, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-2498 (voice), (202) 418-1169 (TTY), or e-mail Pam.Gregory@fcc.gov.

- FCC -

³ See 47 C.F.R. § 64.604(c)(1).



Illinois Telecommunications Access Corporation
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FAX: 217-698-0942

June 26, 2007

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Rm. TW-B204
Washington, DC 20554

Overnight Mail: DHL

**RE: CG Docket 03-0123
Public Notice DA 07-2762
Released: June 22, 2007**

Dear Ms. Dortch:

As directed in the above-mentioned Docket, enclosed please find four copies of the following:

- The State of Illinois' Sprint TRS and CapTel Annual Complaint Logs, which includes the number of complaints received for the period June 1, 2006 through May 31, 2007, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

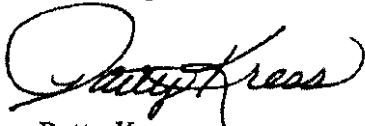
A CD (formatted in IBM compatible format) of the Annual Complaint Log is also enclosed.

In addition, staff of the Illinois Commerce Commission, regulatory agency of the State of Illinois for the ITAC TRS Program, reported that no TRS or CapTel complaints elevated to that agency from June 1, 2006 through May 31, 2007.

Page 2 of 2
June 26, 2007

Please contact me if you require any additional information.

Sincerely,

A handwritten signature in black ink, appearing to read "Patty Kress". The signature is fluid and cursive, with a large initial "P" and "K".

Patty Kress,
Assistant Director

cc: Emma Danielson, Illinois Account Manager, Sprint Relay (without disk)
Christy Pound, Illinois Commerce Commission, ITAC/ITAP Liaison (without disk)
Arlene Alexander, Federal Communications Commission (via electronic e-mail w/out disk)

Enclosures: Attachment #1: Four Copies of Annual Illinois TRS Complaint Log and CapTel
Complaint Log
1 – CD of Annual TRS Complaint Log for Illinois

Complaint Tracking for IL (06/01/2006-05/31/2007). Total Customer Contacts: 125

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/21/07	Customer stated that people could not hear her when she uses IL relay service, that her voice fades in and out on her out going calls.	Resolution is pending and will be completed within the required 180 days	Apologized for the problem and assured that the complaint would be turned in as stated. No call back requested. Trouble ticket was created. This is a known issue and it is being researched.
05/25/07	CA did not wait for "GA" when given dialing number. Customer wanted to give specific instructions and call was placed without being given instructions.	05/25/07	Team leader spoke to agent about waiting for the caller's Go Ahead.
05/14/07	TTY customer stated operator typed, "recording playing" and did not type out the recording and then hung up.	05/16/07	Supervisor met with agent who stated she consistently follows the recording procedures and was able to demonstrate those procedures. Made three unsuccessful attempts to contact customer via e-mail to get further information for a clear understanding of what happened. Closing ticket due to inability to reach customer.
05/12/07	At approximately 9:30 Eastern, voice customer tried to reach deaf cousin. Agent dialed number and voice mail was reached. Agent waited until the voice mail completely played out and went back to the customer to let her know it was voice mail. Customer had agent redial. Same thing happened. Customer did not like this and stated it wasted her time because the agent should have let her know right away it was the voice mail. Customer stated she had previously tried to tell a different supervisor (didn't get name or ID) and the supervisor hung up on her.	05/12/07	Apologized to the customer, told her we appreciated her business and would forward this to the appropriate center. Wants a follow up call. Agent followed correct procedures by listening to the recording and making sure TTY tones weren't at the end of the message due to the voice customer stating "I am calling my deaf cousin." Made three unsuccessful attempts to inform the customer that the agent followed correct procedures; repeatedly received msg stating "the subscriber you are trying to reach is not accepting incoming calls." Closing ticket due to inability to reach customer.
05/01/07	Customer stated that CA typed out answering machine message and sent several macros when he had customer notes to the effect of "do not use macros other than ring macro" and "do not type msg/recording at anytime unless asked." Customer then stated CA "talked back" saying the call was being processed "according to how he was trained and to the best of his abilities."	05/01/07	Apologized to customer and assured customer that CA would be met with regarding these concerns. Met with CA and coached on importance of following customer notes.
04/30/07	Captions - dropped characters/garbled text	04/30/07	Customer shared feedback regarding dropped characters in the text. Apologized for incidence and thanked customer for the feedback and suggested customer document the date, time and CA number for more specific follow up. Customer also was advised to try a different phone jack or phone cord to rule out a bad connection.
04/27/07	On 4-18-2007 at approx. 9:10 AM, voice customer made a call to a TTY user and during the call, she could not understand what the operator said, so she asked her to repeat. The operator would not repeat the TTY text to the voice customer. The customer also stated that the operator was rude and in a "snotty" tone told the customer she would have to type everything back to the TTY user and could not be involved in the conversation. Customer said other operators have repeated in the past and doesn't know why this one wouldn't.	04/27/07	Supervisor apologized and told the customer this CA would be coached on protocol for repeating procedures and her rudeness. No follow up required.

04/27/07	Disconnect/Reconnect during calls	04/27/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
04/18/07	Customer said that Agent hung up on her after she had given the calling to number. The caller would like a follow up call; specifically, she wants agent to apologize personally.	04/18/07	Supervisor met with agent who stated she asked customer if they wanted to place another call and got no response. Agent stated she would never just hang up on a customer. Agent demonstrated knowledge of consequences for disconnecting a customer. Agent was coached on proper disconnect procedures and now understands. Made three unsuccessful attempts to follow up with customer. There was no answering machine to leave a message on all 3 attempts. Closing ticket due to inability to reach customer.
04/15/07	TTY customer was upset when the CA sent "One moment please" after she dialed out a number. He said he didn't like the "One moment macro" and he didn't know why she was sending IL. He said this practice needs to be changed to include "why" the operator is saying "One moment please."	04/15/07	Explained to customer that operator followed correct procedure. She dialed out and reached a "fast busy" and sent the "One moment please" macro to inform him the outdial would be delayed while she tried the call again. Assured customer his suggestion to include the "why" with "one moment please" so that the customer could be better informed would be documented.
04/13/07	Captions - dropped characters/garbled text	04/13/07	Explained how the CapTel works and how the quality of the phone line or network affects the quality of the captions. Explained how to contact the phone company to have them check the quality of the line.
04/02/07	Customer says she cannot get through to her son's local phone number when using IL relay service. She has had problems with this before. Her caller ID is not sending so as to get through her son's privacy manager.	04/10/07	Apologized for the problem and assured that the complaint would be sent in as stated. Call back requested. Trouble Ticket was created. Updated her profile to show Comcast as her carrier of choice.
03/29/07	The customer reported that the relay operator hung up on the customer at the onset of the call. The customer reached relay and this operator did not respond to the customer and the customer's questions, and then hung up apparently before the call was out-dialed.	03/30/07	Apologized and explained the information would be reported to the appropriate center. Customer did not request call back.
03/30/07	The customer reported that the relay operator hung up on the customer at the onset of the call. The customer reached relay and this operator did not respond to the customer's questions, and then apparently hung up apparently before the call was out-dialed. Apologized and explained the info will be reported to the appropriate center.	03/30/07	Apologized and explained the information would be reported to the appropriate center. Supervisor met with agent who stated she recalled several calls that came in on wrong line and unable to connect. Supervisor coached agent on the importance of submitting a Trouble Ticket if a problem occurs. Agent understood. No follow up requested.
03/28/07	Accuracy of captions	03/28/07	Apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up.

03/28/07	Dialing Issue - Unable to dial regional 800 number	03/28/07	Technical Support made change allowing customer to reach a regional toll free number.
03/26/07	Customer states that this operator had terrible voice inflection and sounded like a robot. He also said that the operator did not handle the call well and it made for a very impersonal, unnatural call. Apologized for the problem and assured that a complaint would be sent in as stated so that the problem would not be repeated. No call back requested.	03/27/07	Apologized for the problem and assured that a complaint would be sent in as stated so that the problem would not be repeated. No call back requested. Discussed with operator.
03/09/07	Agent didn't follow instructions (not to type Ans Mach) and hung up on caller when the caller was talking to him to clarify instructions. Caller wants apology from agent..	03/26/07	CA was terminated before supervisor could meet with the CA. Supervisor called customer and left message.
03/23/07	Wife is TTY user. Voice users call in on voice 800 number, wife picks up and says I am a TTY user, then puts phone on cradle for TTY, then the call does not go thru. Caller said TTY is near the stove and this may be part of the problem, also says problem is not consistent, but did happen 3 times this evening. Caller acknowledged problem could be from many factors. Caller wants follow up call.	03/26/07	Created Trouble Ticket; customer stated that they figured out the problem was the number their hearing friends were calling and that was why they were not connecting with his wife. All is set. He thanked me for following up with him.
03/24/07	Customer was talking with his/her aunt when all of a sudden there was no response. The operator never informed the caller if the party hung up or what happened. Customer feels as if the operator just hung up on and disconnected.	03/24/07	Told the customer the issue would be forwarded to the agent's supervisor to find out what happened and why the agent didn't keep the customer informed. Customer did not request a follow up call.
02/25/07	VCO customer was very upset that CA did not follow her instructions. She asked him to indicate if an answering machine came on; he was to give her the "go ahead" and she would leave a message the first time as this was a good friend of hers who was very ill and she didn't want to bother her. After the CA gave her the "go ahead," her friend picked up and answered the phone while she was leaving the message. She felt the CA did not properly inform her her friend was on the line and from that point could not process the call at all. She was not receiving any text on her screen while her friend was talking, which the CA should have typed.	03/21/07	Met with CA, who said that after the answering machine played and the VCO was leaving the message, the voice person picked up the phone but was not listening to the VCO's questions. Reminded CA that they can inform the VCO by using words in parentheses about the progress of the call (actions or sounds) and the rest of the call (the voice person's message), even if they are not answering the VCO's questions, would still be typed to the caller.
03/21/07	Dialing Issue - Unable to dial regional 800 number	03/21/07	Technical Support made adjustment so CapTel user could successfully make captioned call to regional 800 number.

03/16/07	Captions lag too far behind voice	03/16/07	Apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up.
03/09/07	Agent would not dial number given.	03/09/07	Thanked caller, and reassured the CA would be followed up with. Followed up with agent, who did not recall the call. Coached on proper procedures.
03/05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
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03/03/07	VCO customer said the operator did not follow her instructions. She told the operator if she reached an answering machine, not to type out the recording - she just wanted to leave a message. She said the operator typed (ans machine reached), released the line and then told her she would redial so that she could leave a message. Customer said this isn't what she wanted and the operator was wasting her time.	03/03/07	Apologized. CA thought she was following instructions; explained that with instructions from a VCO the intent is to leave a message the first time the call is dialed out. Coached on correct procedure.
03/02/07	IL VCO customer was very upset and said, " This agent was disgusting and did not know what she was doing. I am furious and she needs more training. She sent that the phone was ringing..1...2...3.. and then typed (F) HELLO GA and then continued to ring...4...5...6...7.. I said hello to my sister and never got a response back. I asked if the operator was still there and got no response. I had to call back to a different agent and when I finally spoke to my sister she said that the agent did announce the call was from her sister but then my sister heard a click and nothing. I am furious!"	03/02/07	Apologized to the customer and assured her that I would pass the complaint onto the appropriate center. This agent was still in training and did receive additional training and successfully completed the training requirements.
08/19/06	Operator was unable to process the call effectively.	02/28/07	Apologized to customer. As of 10/6/06, agent is no longer employed with the company.
02/20/07	Accuracy of captions	02/21/07	Apologized for incidence and thanked customer for the feedback; informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up.

02/16/07	IL VCO customer called to complain that she tried to call the IL VCO number and 711 but both lines were busy. "Thank God it wasn't an emergency," she said. "And don't try to blame it on the weather."	02/16/07	Called the VCO line and got through within five seconds. Spoke with supervisor she said there had been no complaints about IL Relay being inaccessible. Follow-up requested. Spoke with customer and suggested that she turn off her TTY when experiencing garbling or do not connect with relay. She thanked me for following up with her.
02/09/07	Disconnect/Reconnect during calls	02/09/07	Explained to customer the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and gave tips to reduce occurrence.
02/06/07	Customer gave phone number and agent did not respond and hung up	02/06/07	CA has been terminated due to other circumstances.
02/06/07	Customer gave phone number and agent did not respond and hung up	02/06/07	Team leader met with this agent and coached on disconnecting. Agent did not remember call.
01/22/07	TTY customer states they gave number to call but CA didn't say, "please hold," and left screen blank. Customer didn't know if relay was still there.	01/26/07	Team leader met with this agent. The agent believe that it took a long time for the phone to start ringing and that's why there was nothing going across the TTY user's screen. Sometimes it takes much longer for the call to start processing than others and it is felt that this was the case. Non-agent error.
01/26/07	Agent was rude and didn't read numbers and letters back when asked. Outbound voice filed complaint.	01/26/07	Thanked customer for feedback and team leader coached agent on proper procedure.
01/26/07	VCO calling to TTY user. TTY user could not get properly connected to receive VCO. Tried typing hello 4 times but no response. Thanked customer for feedback. Forwarded to correct center for followup.	01/26/07	Spoke to the CA who was able to correctly demonstrate the set up of a VCO to TTY call. The CA did not remember any details regarding this particular call.
01/22/07	Disconnect/Reconnect during calls	01/22/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
01/22/07	TTY customer states that they gave number to dial but the CA didn't tell me to "please hold," and just left screen blank. Didn't know if relay was still there.	01/22/07	On 1/22/07, a supervisor witnessed similar activity on this agent which lead to the agent's termination that day. This agent had a history of similar quality of service complaints.
01/19/07	Agent refused to provide the customer with their agent ID # and customer was concerned that agent kept typing what they were saying. Apologized, customer has been contacted and advised that agent is to type what is heard. No further follow-up requested.	01/19/07	Team Leader met with this agent and coached the agent on the necessity of always giving the agent ID if requested.

01/12/07	Service - General	01/12/07	Inbound call technical problem reported at 8:15 am CT on 1/12/07 resulted in increased queue times. The problem was completely resolved at 10:28 am CT by CapTel Technical Support.
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01/08/07	Customer dialed into relay and gave phone number. Received no response from agent and was disconnected. Apologized for situation.	01/08/07	Agent was spoken to by Team Leader about improper disconnection. Agent remembered call and did not disconnect on purpose. No response from inbound so went through the disconnect procedure.
01/05/07	Disconnect/Reconnect during calls	01/05/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence. Suggested customer try the CapTel on another jack in the home.
01/04/07	IL VCO user complains there is no way to interrupt lengthy sales pitch voice callers and suggests relay establish a procedure to enable this. Apologized, suggested she may want to check with the equipment manufacturer if her machine can do this. Explained garbling may occur. Customer agreed to contact from account manager if they wish.	01/04/07	Sent an e-mail to customer letting her know about the interrupt feature on TTYs and encouraged her to contact ITAC to try out the CapTel phone as it will allow her to interrupt the hearing party at anytime.
01/03/07	IL TTY user's number is not transmitting through to his sons caller ID. Customer said his number is transmitting when the call goes through a different relay center. Customer Service apologized to the customer. Created trouble ticket. Customer does not need follow up.	01/03/07	Made test calls and found that the CID was not always transmitted. Worked on the servers so that the customer's number will be sent on all calls.
01/02/07	Caller cannot make LD calls outside of Illinois. Apologized for problem and opened trouble ticket. Follow-up required for problem resolution.	01/02/07	Left a message on her answering machine on 4/13 at 11:10 AM, 4/16 at 3:55 PM and 4/23 at 4:10 PM. Customer has not called back. Case is closed.
01/01/07	Customer cannot access her frequently dialed list. Has talked to customer service and they can see her frequent dialed list, but relay cannot. She asked to have it investigated asap and then asked to be transferred back to customer service for additional help.	01/01/07	Transferred to customer service for additional help. Non-agent error.
01/01/07	Customer was upset at CA for not following notes. Customer was informed that it was not the CA's fault because there are no notes posted to the customer account. The caller decided to call another center to check to see if they could see his notes. If not he will call customer service for help.	01/01/07	Non-agent error.

01/01/07	Caller stated they had problems connecting with relay for about a week and was wondering if it was because of heavy holiday traffic.	01/01/07	Team Leader informed caller that if s/he hadn't been able to connect for a week perhaps it's an equipment problem. Referred to customer service.
01/01/07	Agent never put call through and hung up on caller. Would like to know why agent hung on her. Customer would like a follow up call at 773-221-2584.	01/01/07	Agent was spoken to by Team Leader on disconnect procedures. Agent did not remember the call but was having problems with calls coming in and then disconnecting right away. Team Leader called customer and explained the possibility of technical issues.
09/20/06	Voice customer reported agent was rude ;number dialed rang 10 times and agent told customer there was no answer. Customer requested agent let number continue to ring. Agent said "whatever, yeah" and had an attitude when number continued to ring. Customer could not hear it ring as usual, and agent came back on line and advised there was no answer. A supervisor was requested who was not helpful and customer did not believe the supervisor would take any steps to resolve issue.	09/25/06	Apologized and advised complaint would be forwarded to management; no follow up requested. Supervisor stated voice customer was upset she could not hear the phone ringing after the agent told her "phone is still ringing" and then asked for a supervisor. Supervisor told customer once the agent switched back over she wouldn't be able to hear the phone ringing and agent was following procedures by stating "phone is still ringing," and supervisor then offered to redial. Customer asked for another supervisor. Supervisor stated he was the only one on duty at that time, so customer wanted to be transferred to customer service and supervisor honored that request. Agent followed correct procedures
09/21/06	Customer received recording "We're sorry your call cannot be completed as dialed, please check the number and try your call again." Customer spoke with CS who provided advice that did not resolve the issue.	09/21/06	Apologized, assured customer a report with details would be filed and an alternate follow up resource would be sought out; contact requested. Contacted the customer on 1/10, 1/11 and 1/12, person answered and said it was a steel company and that it was a wrong number.
09/25/06	VCO customer unable to dial a specific number.	09/25/06	Apologized. Follow-up requested. Called the customer today and she stated that she did not have any complaints and that all was working fine. She thanked me for calling to follow up on this.
09/29/06	Caller said agent had bad attitude. Would not process information.	09/29/06	Agent said the caller was very hard to understand and she didn't do anything wrong. Apologized to the customer
10/02/06	Disconnect/Reconnect during calls	10/02/06	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
10/09/06	Dialing Issue - Unable to dial regional 800 number	10/10/06	Technical Support made adjustment so CapTel user could successfully make captioned call to regional 800 number.
10/11/06	Disconnect/Reconnect during calls	10/11/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
10/12/06	Customer complained that CA hung up on customer when customer asked CA to hold on. The call took place at approximately 10:55 Eastern on Thursday evening.	10/14/06	Agent ID not assigned to anybody.

10/15/06	Customer placed a call to a major bank's TTY number. Instructed operator not to press any buttons and go directly to TTY tones. The operator pressed buttons for English then when customer spoke with a supervisor, an ID number was not given. Apologized for the situation and kept redirecting the customer to finish explaining the complaints. While on voice, an IP relay operator was brought on the line as well as requesting to switch to TTY, VCO and HCO. When attempting to get the second complaint on the supervisor, the customer hung up when requested to contact customer service directly without an relay operator.	10/20/06	Follow up Requested. Coached CA to always follow customer's instructions. Followed up with the customer and mentioned that the CA has been met with and coached. Also addressed the issue of switching agents per customer's request and explained to the customer, per company's policy, that we cannot switch agents.
10/16/06	Echo Sounds - CapTel user hears	10/16/06	Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Also advised customer how to properly hold handset for echo reduction and of possibility of using an assistive listening device in conjunction with CapTel phone.
10/16/06	Accuracy of captions	10/19/06	Customer shared feedback regarding a specific captioned call. Thanked customer for the feedback and noted a technical difficulty on said call was identified and corrected. Apologized for incidence.
10/24/06	Captions - dropped characters/garbled text	10/24/06	Advised customer to contact telephone company to check and possibly upgrade phone line quality or to try a different phone jack.
10/25/06	Disconnect/Reconnect during calls	10/25/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent a letter with tips to reduce occurrence.
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10/27/06	MI Caller using IL Relay complained agent did not relay correctly which was confusing and upsetting.	12/22/06	Apologized, and said supervisor would be notified; customer wants contact. Met with CA, and coached the CA on appropriate procedures. Called Customer, but received no answer.
10/30/06	MI TTY user called in to complain that the CA did not give complete message to caller. The party kept saying repeat repeat about three times. Customer believes the CA was not giving their party all of the message.	10/30/06	Apologized to the customer, and explained that the CA reads what is being typed. Customer would like follow up from the supervisor. Agent was aware of TTY caller's statements and gave assurance that complete message was read utilizing conversational English. The clarification requests from the voice party were directed to the TTY and were related to the purpose of the conversation. The supervisor reviewing the report is confident the agent relayed the complete message. Contacted and assured customer the agent had followed protocol with relaying the complete message in a conversational style. Customer was not convinced that she had received good service and felt she ended the call because of the agent and not the questions from the outbound.

11/04/06	<p>Caller claimed operator was rude and wants operator off her system. Caller stated she called relay put a call through to ATT caller needed info on DSL. Words relayed to caller from ATT rep were, "DSL is not available in your area." When caller asked for more information, she kept getting same statement and stated operator was not doing her job, repeating repeating "DSL is not available in your area." Caller was upset.</p>	11/04/06	<p>Caller was upset after clarification of events. Explained that either telephone or cable company will supply info on dsl DSL it is in her area. Caller doesn't want to deal with this operator anymore nor a return call on this matter.</p> <p>Supervisor met with agent who stated she was typing exactly what the ATT representative was saying. No agent error. No follow up requested.</p>
11/07/06	<p>IL voice customer called to complain that agent did not follow instructions when placing a call at 8:01 PM today and that caller had to place the call three times to get the call through. Apologized for the inconvenience. Customer did not request follow up.</p>	11/07/06	<p>Agent was coached by Team Leader about following customer instructions and if any questions, to ask for help.</p>
11/07/06	<p>Customer complained that CA did not follow instructions to hold for a live person when she specifically requested "billing department."</p>	11/07/06	<p>Thanked the caller for letting us know and told her the report would be sent to the supervisor. No follow up requested.</p>
11/16/06	<p>Voice caller calling on behalf of TTY user from business who is unable to dial LD with carrier of choice that has been entered in CDB. Customer was assured by supervisor and RCS that problem resolved but problems are happening again.</p>	01/02/07	<p>Apologized for problem; all information is correct in database. Opened Trouble Ticket; customer wants follow up ASAP. Explained to customer that this was a one-time honest mistake on the part of the agent. Made 10 test calls using all other and had no problems. Customer was satisfied with this explanation.</p>
11/17/06	<p>IL TTY customer stated the operators said they could not dial Earthlink. There were several operators that this customer complained about. Customer said s/he gave the operator a number like 1 800 earthlink and the operator said the number had to be all numbers or was too long. Customer said the operator needs to be educated on how to change this phone number into numbers, and if the letters are more than 10, the operator should know how to put that in to the computer.</p>	11/17/06	<p>Customer Service apologized to the customer, who wants the operator coached on how to do these types of phone calls. Supervisor met with agent and coached the agent on how to properly change 1 800 earthlink into a regular phone number. Agent understood. No follow up requested.</p>
11/17/06	<p>IL TTY customer stated the operators said they could not dial Earthlink. There were several operators that this customer complained about. Customer said s/he gave the operator a number like 1 800 earthlink and the operator said the number had to be all numbers or was too long. Customer said the operator needs to be educated on how to change this phone number into numbers, and if the letters are more than 10, the operator should know how to put that in to the computer.</p>	11/17/06	<p>Customer Service apologized to the customer, who wants the operator coached on how to do these types of phone calls. Supervisor met with agent and coached the agent on how to properly change 1 800 earthlink into a regular phone number. Agent understood. No follow up requested.</p>
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11/20/06	IL VCO customer called to say agent did not follow her database notes which said "Do not type ans mach msg; caller will leave message at GA." The agent typed all of the recording, then typed "Ans Mach Hung Up." The customer asked if he had read her database notes, and he disconnected.	11/20/06	Apologized for inconvenience. No follow-up requested. Supervisor met with agent and coached the agent on the importance of following all notes in database before processing the call. Agent understood.
11/27/06	Voice customer was very upset with operator. She had requested the calling customer's name again from the operator and the operator rudely said, "we don't get involved in customer conversations." She asked for a relay supervisor and waited over two minutes with no response so she called back in to relay.	11/27/06	Apologized and told her would follow up immediately with the operator. Customer requested a call back. CA was coached. Reviewed CSI written protocol to make sure operator was fully aware that he is able to repeat information during relay. Coached CA on friendly helpful tone at all times with all customers. Called customer back to let her know follow up had been completed.
12/04/06	Disconnect/Reconnect during calls	12/04/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
12/05/06	IL S2S customer cannot get through to IL S2S number. 877-526-6690. He attempted his call at 3:30 PM CST and reached a voice relay operator. The voice operator transferred him to customer service. Customer service placed two test calls from the desk phone to the S2S number and reached silence at first then a fast busy signal.	12/05/06	Apologized to the caller and told him the test calls were made while he was holding, and that a Trouble Ticket would be sent to tech. Thanked him for letting us know. No follow up requested. Got a S2S agent every time this number (877-526-6690) was called. If they are full at S2S then the calls might drop out to the regular voice line.
12/06/06	Caller reported that her call to check food stamp balance was typed incorrectly. Food stamp balance was typed, "130.45". She redialed using a different relay operator and the amount given was typed, "140.45", so she had the operator redial to verify the amount and it was \$140.45. The tapes of the relay calls were faxed to Customer Service dept. and verified.	01/15/07	Thanked the caller for letting us know and told her the report would be sent to the call center supervisor. No follow up requested. Team Leader met with CA to be sure to type verbatim.
12/13/06	Customer called in through Illinois Relay to make a complaint about using Sprint IP. Caller stated that s/he had placed a call through Internet, agent had placed the call and the phone rang, then appeared to reach a dial tone. Caller stated it appeared the CA hung up the call. Caller asked CA to redial, then all text on screen was erased and the caller was disconnected.	12/13/06	Apologized to customer for inconvenience and stated the complaint would be forwarded on to supervisor. Supervisor met with agent who had no recollection of anything like this happening. Agent stated she usually make notes about unusual calls. Agent demonstrated knowledge of correct procedures to take when there are problems with calls. No follow up requested.
12/26/06	IL TTY customers notes not showing to the SD relay operators.	12/26/06	Customer service apologized to the customer and turned in Trouble Ticket. Customer did not need follow up. Rebooted it and now customer notes are showing to agents.
12/26/06	VCO customer stated that her frequently dialed numbers have not been showing for the last couple of days.	12/26/06	Apologized, Trouble Ticket entered. No follow-up requested Non-agent error.

12/28/06	Voice customer was very upset. He believed that the CA lied about her operator number. By the end of the conversation the supervisor had with him, he was stating operator ID number. Customer said the operator was a completely ignorant African American female. He has been a relay customer for 10-15 years and has never been treated this way. He also stated that agent was rude, couldn't type right, and seemed to not want to be at work that night. Customer wants follow up.	12/28/06	Supervisor met with agent who stated this definitely wasn't her and she is NEVER rude to any customers. Tried to call customer and explain without being sure of the agent number, further investigation was impossible. A young girl answered the phone, put the phone down and called out the name POC asked for (which was on the complaint) then came back to the phone stating, "Actually you have the wrong number." Asked again there if that customer that lives there and she said NO.
12/28/06	While customer was speaking to her brother via relay, customer asked operator to repeat because she did not hear what the operator said and the operator would not repeat. Operator said, "You have to talk to your caller," and redirected her.	12/28/06	This agent ID number is unassigned. While individual operator coaching is not possible, the center will take care to watch for and attend to any concerns similar to that described by the customer
09/13/06	Asked CA to dial 800 number. First time, CA misdialled the number then the customer had her redial 5 times and said CA kept pressing buttons. CA then said, "This is CA XXXXF if no response, CA will disconnect." The whole time customer was saying, "Hello, hello." CA would not respond except for the phrase for disconnecting and hanging up on the customer. Customer was very upset and wants a follow up ASAP.	09/30/06	Apologized to the customer for any inconvenience this may have caused. Informed the customer that this CA will be met with and coached by the supervisor. CA explained that when this call came in, the customer notes stated VCO, TTY, and Voice all use this line. The "voice" person using the relay was not calling out to anyone who was deaf or hard of hearing. When the CA explained that she could not place their call this person responded "they were just too lazy to use the VCO phone" and to "just place the call." The CA did dial out as requested but had difficulty hearing the inbound and felt that there was a problem with the line. She did try several times to get back to the inbound but could not hear him. She was very frustrated herself as there seemed to be no response from the inbound customer.
09/11/06	Caller reported that CA did not follow instructions to get a live person on the line. CA typed that the recording would not allow a live person until the telephone number was entered.	09/11/06	Apologized for the inconvenience and told the caller the report would be sent to the call center supervisor. No follow up requested. Team Leader met with agent who informed the caller that phone number was needed to continue and caller would not give information to agent to complete the call. Reviewed proper call procedures with the agent.
09/11/06	IL S2S customer stated they had difficulties hearing the outbound caller's voice when they place calls through S2S relay. Customer called Sorenson VRS then requested VRS to make a three-way call to S2S without announcing that VRS was on the line. Customer then requested S2S to call outbound person on this particular call. Customer stated, however, that the volume issue has occurred when calling directly to S2S without VRS in the past.	09/11/06	Apologized for problem and entered trouble ticket. Follow up requested only if necessary. Made test calls and watched the calls handled at each S2S station and no problems with volume occurred at any of the stations.
09/08/06	Agent did not follow customer notes re: recordings and macros. Caller felt agent was rude. Caller will fax call info to IRC headquarters to file a complaint. Did not request feedback from Sioux Falls center.	09/08/06	Agent was coached by Team Leader on the proper procedure for following customer instructions and reading customer notes.
06/08/06	IL TTY customer's database not appearing when calls are processed via OH, MN and SC Relay centers; customer spoke with supervisor at OH center who confirmed database not available to agent customer dialing to IL Relay.	09/07/06	Apologized and created Trouble Ticket. Customer requested contact. The customer stated that the agents in a few of the centers did not read his notes not to type the message from answering machines. He has this in his profile, and it is working well. He was satisfied.

07/13/06	Transferred in from IL relay service and could not read what the problem was because of the garbled message. RCS response: Apologized for the problem and assured that a trouble ticket would be sent in on the issue. Trouble Ticket was created. Customer would like call back when the problem is fixed.	09/07/06	Spoke with the customer who said it was working fine. She asked what was the best way to prevent hearing people from hanging up on her when she called them. Gave her some tips. Customer was satisfied.
09/03/06	A 911 operator contacted Customer Service stating that they received a TTY 911 relay call and the call went to the non-emergency number instead of the emergency number.	09/03/06	Apologized for the problem and turned in a trouble ticket. Follow up requested if further information is necessary. Customer from 911 center stated that if a call is an emergency, it should go to 217-532-6771 (ER 911 nbr), not to their non-emergency number.
08/29/06	IL TTY customer stated agent did not follow their instructions and leave a message on an answering machine. RCS apologized for the problem. No follow up requested.	08/29/06	Apologized for the problem. No follow up requested. Supervisor met with agent who did not remember this call, but was coached on the importance of keeping customer informed. Agent understood.
08/28/06	Echo Sounds - CapTel user hears	08/28/06	Discussed tips on how to reduce the occurrence of echo with customer.
08/23/06	VCO customer reported problem with Caller ID not transmitting thru specific call centers on local calls.	08/24/06	Apologized and created Trouble Ticket; no follow up requested. Checked this station and it was passing Caller ID correctly, therefore the problem that occurred was not at the position level. Placed several calls from the test position and each call passed CID correctly.
08/20/06	IL TTY customer called to complain that his caller ID is showing as "blocked" when he calls other numbers, which stops his calls from going through.	08/20/06	Apologized for inconvenience. A trouble ticket was created. Follow-up requested. Customer stated that he worked with a technician and discovered that an agent had put a block on his Caller ID. It was removed and is working now. Customer was satisfied.
08/15/06	Disconnect/Reconnect during calls	08/15/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur.
08/14/06	Accuracy of captions	08/14/06	Call Center management addressed concern expressed with quality management team. Customer asked to report CA number to allow more direct follow up with specific CA.
08/02/06	Accuracy of captions	08/02/06	Apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up.
08/02/06	Captions Lag too far behind voice	08/02/06	Apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff.

08/02/06	Captions lag too far behind voice	08/02/06	Explained to customer how CapTel service generates captioning and how to document and report problematic captioning back to our Call Center for quality control.
07/28/06	At about 3:36 AM, voice customer called into relay to dial 800 TTY number. According to the customer, the CA heard the recording and announced that there was not a TTY at that number and then hung up.	07/28/06	Follow-up requested by phone and also an apology letter mailed out. Team Leader met with agent and reviewed proper call procedures with agent, who understood. Team Leader contacted customer and got the customer's father. Explained and apologized for the complaint. Customer's father said that a letter was not necessary.
07/26/06	TTY customer stated agent did not follow instructions. A call was placed to his mom and the agent gave the mom control of the call and did not follow customer's instructions.	07/26/06	Supervisor apologized for the inconvenience and assured this would be forwarded to appropriate supervisor. No follow up requested. Team Leader met with agent to review proper call processing procedures. She is aware that she should try to follow customer instructions whenever possible.
07/17/06	Disconnect/Reconnect during calls	07/17/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
07/13/06	TTY user complains agent did not give accurate information during her call.	07/13/06	Apologized, and said supervisor would follow up with agent; customer wanted contact. This agent ID number is currently unassigned. Attempted to follow up with customer three times unsuccessfully, so ticket is closed.
07/08/06	IL TTY customer complained that agent transferred her to Customer Service without asking to be transferred.	07/08/06	Apologized to the customer. No follow-up requested. Agent was coached on the importance of not making decisions on any calls. Agent understood.
07/03/06	At 6 AM the TTY customer said that he gave a number for the CA to dial and that it was not dialed out. Also asked if the CA was still on the line and there was no answer. Apologized to the customer. No follow-up requested.	07/03/06	Apologized to the customer. No follow-up requested. Spoke with agent who said the call was placed and then instantly the red banner appeared and then it seems to be frozen for a couple seconds. Agent then attempted to request the supervisor but then the line got disconnected. Supervisor On Duty was unable to record such event.
07/03/06	At 6 AM, the TTY customer said that he gave a number for the CA to dial and that it was not dialed out. Also asked if the CA was still on the line and there was no answer.	07/03/06	Apologized to the customer. No follow-up requested. This was the agent who took the call when the customer asked for a supervisor. The computer screen indicates the time as 6:03 AM. Upon asking the customer when this incident occurred, the customer stated that it occurred at exactly 6 AM and provided three agent IDs (this agent being one of the three). Followed up with agent who stated that she was on a different call at the time.
07/03/06	At 6 AM, the TTY customer said that he gave a number for the CA to dial and that it was not dialed out. Also asked if the CA was still on the line and there was no answer.	07/03/06	Apologized to the customer. No follow-up requested. Agent stated that she had several calls where TTY/ASCI was not detected and went through ASCI search twice with no response.

06/29/06	Dialing Issue - Unable to dial regional 800 number	06/29/06	Provided CapTel technical support with equivalent toll number to program in system to allow customer to successfully dial regional toll free number.
06/25/06	TTY claimed agent hung up on caller due to difficulties getting through to the number the caller had provided.	06/25/06	Spoke to operator and reminded her of the penalties of disconnecting on a call. She is an extremely good operator. She stated that she has never disconnected any customer.
06/24/06	CA mistyped caller's message, did not correct mistake. When asked by TTY what caller had said, CA then asked for clarification of message but still did not correct mistake. Then caller questioned CA about what was relayed and the CA hung up on the caller.	06/24/06	Apologized to the customer and reassured the complaint would be looked into. Follow-up requested. Agent was coached by Team Leader on call processing procedure. Also coached on ramifications of disconnecting a call. CA did not remember call but apologized for hanging up if he did.
06/22/06	Disconnect/Reconnect during calls	06/22/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
06/14/06	Disconnect/Reconnect during calls	06/21/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent e-mail with tips to reduce occurrence.
06/20/06	Agent was unprofessional, not paying attention to what outbound was saying, typing slowly, and sounded tired.	06/20/06	There is no agent with that ID.
06/12/06	At 8:36 AM, customer stated that agent did not keep him/her informed of the gender of the outbound caller and requested a review of his call on the screen.	06/12/06	Explained to the customer that the agent was correct in following proper procedure when the outbound line got disconnected while the agent was announcing relay, thus the agent was unable to type the voice person's greeting so the agent was unable to identify the gender of the voice person. Then attempted to redirect the caller to place a call. No follow up necessary.
06/07/06	Customer stated that he placed a call into Relay III at approximately 12:10 PM and got an agent. The calling to number was provided and the agent did not listen (the customer did not elaborate upon request). He then provided the same number and in return he received a text word in a form of a "F" word. He felt that it was uncalled for.	06/07/06	Apologized to the customer for the inconvenience this may have caused and assured him that this would be forwarded to appropriate supervisor for a follow up. No follow up necessary. Team Leader met with agent who did not remember call. Discussed the importance of superior customer service. Agent understood.